



UNIMED ACADEMY

Expanding Knowledge Today. Changing Lives Forever.

Student Handbook & Course Catalog

***Princess Dennar, MD /Co-Principal
Darlonda Harris, MD/ Co-Principal***

3570 Holiday Drive, Suite 7A

New Orleans LA 70114

(office) 504-356-0600 / (Fax) 504-356-0605

admin@unimedacademy.com

www.unimedacademy.com

Table of Contents

| | |
|---|-----------|
| Table of Content | 2 |
| Welcome to Unimed Academy | 3 |
| Unimed Academy General Information | 4 |
| Program Information | 5 |
| Licensure | 8 |
| Admissions | 9 |
| Health Documentation Requirement for PACE Program | 12 |
| Student Services And Resources | 15 |
| PACE MA Practicum Requirements | 15 |
| Policies and Grading | 17 |
| Attendance and Tardiness | 20 |
| PACE Certification Course Requirements & Catalog | 26 |
| Performance Grade: | 32 |
| Online Curriculum: | 33 |
| Computer Requirement | 34 |
| Physical Facility and Equipment | 34 |
| Unimed Academy Physical Facility | 34 |
| Unimed Academy Advisory Board | 36 |
| Financial Information | 37 |
| Tuition and Fees | 37 |
| Tuition Payment | 38 |
| Student Financial Assistance Option | 38 |
| Past Due Account | 39 |
| Cancellation and Tuition Refund Policy | 40 |
| Student Complaints & Grievance Process | 41 |
| Appeal of a grievance decision | 43 |
| Timeframe | 43 |
| Retaliation | 43 |
| Academy Statements | 44 |
| Essential Functions | 46 |
| Signature Page | 49 |

Welcome to Unimed Academy

Dear Unimed Academy Students,

Welcome to Unimed Academy! We are thrilled to have you as part of our educational community and are excited to embark on this journey with you to achieve your academic and professional aspirations. As you begin your studies, we want to introduce you to the three outstanding programs offered at our academy: the Professional Advance Career Education (PACE) Certification, Continuing Health Education (CHE), and Health Education to Advance Literacy and Transformative Health (HEALTH) Programs.

At Unimed Academy, our primary goal is to provide you with a comprehensive and personalized learning experience that meets your individual needs. Our faculty consists of highly qualified professionals who bring a wealth of knowledge and practical experience from the medical field. The curriculum of our programs is designed to enhance your understanding and proficiency in essential areas such as anatomy and physiology, clinical laboratory procedures, documentation and coding, pharmacology, medical ethics, patient education, electronic health records (EHRs), point of care testing (POCT), communication, and professionalism. We believe in equipping our students not only with technical skills but also with effective interpersonal communication abilities, ensuring that you enter the workforce with confidence.

We understand that pursuing education in the medical field can present challenges, and that's why we are committed to providing ample support services to our students. Whether it's through study groups facilitated by dedicated online tutors or career counseling services offered through our extensive network of healthcare professionals, we are here to guide you every step of the way. Additionally, our website hosts a plethora of resources, including sample questions and practice tests, to help you prepare for upcoming exams and interviews.

Once again, we extend a warm welcome to Unimed Academy. We are confident that with our comprehensive programs, dedicated faculty, and robust support services, you will excel in your educational journey and achieve your desired career outcomes. Feel free to reach out to our team if you have any questions or need further assistance. Together, let's make your time at Unimed Academy both enriching and transformative. We look forward to having you part of our academy family!

Sincerely,

Dr. Princess Dennar
Co-Principal/Managing Partner
Chief Executive Officer
Dean of Medical Education
pdennar@unimedacademy.com

Dr. Darolona Harris
Co-Principal/Managing Partner
Chief Academic Officer
Dean of Health Professions
dharris@unimedacademy.com

Unimed Academy General Information

Characteristics & Definitions:

Unimed Academy provides a high-quality education in health sciences, human services, and healthcare management through high quality programming and excellent clinical practice.

Organization and Governance:

Unimed Academy is a privately owned online academy. Unimed Academy offers a diverse range of programs to cater to different educational needs. Our flagship program, the PACE (Professional Advancement in Medical Assisting) certification program, is designed to prepare competent entry-level medical assistants in the cognitive, psychomotor, and affective learning domains. This program emphasizes the experiential and dynamic nature of medical assisting in ambulatory care medical practice, ensuring graduates are well-prepared for professional participation in the field as Medical Assistant and Medical Administrative Assistant.

In addition to the PACE program, we provide the CHE (Continuing Health Education) program, which focuses on continuous education for health professionals. This program is designed to maintain and enhance their knowledge, skills, and performance, providing them with ongoing professional development opportunities.

Furthermore, our comprehensive HEALTH (Health Education to Advance Literacy and Transformative Health) program emphasizes health literacy for the entire family, promoting health advocacy and holistic well-being. This program aims to improve community literacy by equipping individuals with the knowledge and tools to make informed decisions about their health and advocate for their well-being.

At Unimed Academy, we are committed to offering high-quality education across these three programs, ensuring that individuals receive the necessary training and support to excel in their chosen healthcare pathways, maintain professional competency, and promote a healthier community overall.

Mission Statement:

Expanding Knowledge Today... At Unimed Academy, our mission is to expand knowledge today by offering quality educational programs that foster the holistic development of a diverse student population. We are dedicated to preparing healthcare professionals through comprehensive training, providing continued education for meaningful professional growth and enhanced clinical competency. Furthermore, we strive to empower the community with the knowledge and skills necessary to improve their health outcomes through comprehensive health literacy courses. As an academy, we are committed to civic engagement, community service, and addressing the healthcare needs of the diverse population we serve.

Our Vision:

Change Lives Forever ... Our vision at Unimed Academy is to change lives forever. We aspire to be the premier online school of choice, known for excellence in Health Science and Human Service education. Our goal is to produce career and academy ready graduates who will not only thrive but also provide safe, equitable, and ethical patient care practices within their communities. By creating a safe and supportive learning environment, we enable individuals to acquire the necessary tools to enhance their professions and make informed decisions about their health and well-being. With unwavering dedication, we aim to make a lasting impact and contribute to a healthier and more knowledgeable society.

Unimed Academy Philosophy & Values:

At Unimed Academy, our philosophy is rooted in our commitment to providing a safe, inclusive, and equitable learning environment for all students. We embrace and uphold the core values of Human Dignity, Integrity, Inquiry, and Social Justice, which form the foundation of our academic community.

Human Dignity is fundamental to our approach, as we hold deep respect for the inherent worth and autonomy of every individual. We foster a culture of inclusivity and respect, ensuring that everyone feels valued and supported.

Integrity is a cornerstone of our institution. We prioritize maintaining strong moral character and upholding accepted standards of behavior. Our students are encouraged to embody honesty, responsibility, and trustworthiness, guided by an appropriate code of ethics.

Inquiry is central to our educational philosophy. We believe that exploration and investigation are catalysts for understanding, knowledge, and personal growth. By providing research-based learning opportunities, we cultivate students' curiosity and encourage them to engage in critical thinking and intellectual discovery.

Social Justice is a driving force at Unimed Academy. We are committed to creating a community that promotes fairness and equality, where individuals are treated with dignity and respect, regardless of their gender, ethnicity, religion, or any other factor. We actively strive to address disparities and promote a more just society.

These core values serve as a compass, guiding our students on their educational journey and shaping their development into compassionate and competent professionals in the medical field. By embracing these values, Unimed Academy fosters an environment where students can thrive academically, personally, and professionally, making a positive impact on the world around them.

Program Information

Accreditation:

Unimed Academy will seek accreditation status from Commission of Accreditation of Allied Health Education Programs (CAAHEP) when permissible based on years of organizational establishment.

I. History and Development of the PACE, CHE and HEALTH Programs:

The PACE, CHE, and HEALTH programs provided by Unimed Academy have grown from a strong foundation rooted in a commitment to healthcare education and service. Inaugurated in 2023 by two forward-thinking physicians, the academy was established with dual core goals: firstly, to facilitate pathways for underrepresented minorities to engage in the medical field; and secondly, to cultivate proficient and versatile healthcare practitioners with the capacity to thrive across diverse healthcare environments, while also extending healthcare education to the broader community.

The **Professional Advance Career Education (PACE)** Certification Program is a cornerstone of Unimed Academy. It offers comprehensive training in Clinical Medical Assistant and Medical Administrative Assistant roles, equipping students with the necessary knowledge and skills to excel in these positions. With a focus on practical application and real-world scenarios, the PACE program prepares students to thrive in the dynamic healthcare landscape.

The **Continuing Health Education (CHE)** Program is an on demand evidence based educational program designed specifically for health professionals, encompassing a wide range of disciplines within the healthcare industry. By subscribing to CHE, health professionals will gain access to a vast library of pre-recorded tutorials and lectures, each lasting between 30 to 60 minutes. These educational resources, presented by renowned experts in their respective fields, are tailored to address the evolving learning requirements of healthcare professionals. Through a variety of educational activities, the CHE program aims to enhance the knowledge, skills, and professional performance of healthcare practitioners. Whether they seek to stay updated on the latest clinical advancements or delve deeper into a specific area of expertise or to obtain the needed CHE credits for their professional or academic institutions, the CHE program provides invaluable learning opportunities for professionals in all realms of healthcare throughout the entire year.

The **Health Education to Advance Literacy and Transformative Health (HEALTH)** Program is a vital component of Unimed Academy's mission to empower individuals, families, and communities. By providing health education courses, the HEALTH program equips participants with the knowledge and confidence to make informed decisions about their health. This online comprehensive health hub is designed to give community members the knowledge and skills they need to make positive changes in their lives through health literacy. Our platform provides the community with unlimited access to an extensive library of pre-recorded 20-30 minute tutorials and lectures, delivered by experts who are at the forefront of their respective disciplines. This program strives to promote health literacy and facilitate positive health outcomes, fostering a culture of proactive self-care and well-being.

Through these three programs, Unimed Academy is committed to transforming healthcare education and empowering individuals to improve their lives and communities. With a focus on excellence, inclusivity, and the advancement of knowledge, Unimed Academy is shaping the future of healthcare professionals and promoting a healthier and more informed society.

II. Educational Objectives

Professional Advance Career Education (PACE) Certification Program

The Professional Advance Career Education (PACE) Certification Program provides a predominantly online medical assistant certification that is designed to give students a comprehensive understanding of the field and equip them with the skills needed to succeed as a medical assistant. The program is 12 months if full-time or slightly longer if part-time and comprises both theoretical and practical coursework. It includes topics such as human anatomy and physiology, medical terminology, laboratory procedures, pharmacology, surgical technology, clinical skills practice etc. The curriculum is designed to stimulate students' awareness of, motivation for, and commitment to the need for continuing education to achieve and maintain competency in the field.

The program also prepares the graduate for certification examination through the National HealthCareer Association. The Medical Assistant curriculum at Unimed Academy is designed to create a pathway to a Bachelor of Science degree in Health Sciences, Social Work, Nursing, or Pre-Med.

The curriculum encourages students to develop an awareness of the need for ongoing learning and development in the field in order to maintain their competency levels. It enables students to acquire knowledge about the medical terminology involved in patient care, diagnostic testing and treatments; educate patients on health maintenance; provide first aid; collect specimens for testing; assist physicians with examinations/procedures; take vital signs; perform EKGs/x-ray examinations/phlebotomy; administer injections/medication as prescribed by physicians etc.

In addition to these core modules, students will also be taught communication skills such as interpersonal communication techniques and professional ethics when dealing with patients in a compassionate manner. The teaching approach combines hands-on practice with lectures from experienced faculty members who have many years of experience working in the healthcare industry.

At the end of the program, graduates will have received comprehensive theoretical training together with practical experiences which will prepare them for entry into various medical assistant roles across different healthcare settings. This PACE Certification Program provides students with a solid foundation for success upon completion of their studies.

Upon completion of the PACE Certification program, the graduate will be able to:

1. Recognize and label the anatomical structures of the human body, including muscles, bones, organs and other systems.
2. Utilize medical terminology accurately in regard to addressing diseases and conditions, treatment protocols, diagnostic procedures and related documents.

3. Analyze laboratory test results and understand how to report them to a physician for further assessment and care planning.
4. Administer medications safely under the supervision of a licensed healthcare professional by following all established protocols in accordance with local laws, regulations, and policies.
5. Demonstrate effective communication with patients by taking health histories, recording vital signs accurately and clearly counseling patients about their diagnosis or treatment plans when necessary.
6. Understand principles of infection control to ensure patient safety in various healthcare settings as well as compliant maintenance of a clean work environment.
7. Perform basic first aid techniques if needed in case of medical emergencies while at work or while providing on-site patient care services outside a facility such as home health visits, etc.
8. Apply clinical skills in practice by assisting physicians with patient care activities such as preparing instruments for minor surgeries or minor examinations like ear inspection etc., collecting specimens for tests or taking electrocardiograms measurements (EKGs).

Certification:

Upon successful completion of the Medical Assistant 12 months PACE Certification program, students are eligible to sit for the Certified Clinical Medical Assistant (CCMA) exam administered by the National Healthcareer Association (<https://www.nhanow.com>). Unimed Academy will provide a waiver for the student's exam fee.

III. Unimed Academy Program Goals:

Prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains for professional participation in the field of medical assisting the PACE program. The Medical Assistant PACE certification program emphasizes the experiential and dynamic nature of the medical assistant in ambulatory care medical practice. The CHE program emphasizes continuous education to maintain and enhance the knowledge, skills, and performances of health professionals. The HEALTH program emphasizes health literacy for the entire family to support health advocacy and holistic health.

Licensure

Unimed Academy is licensed by the LA Board of Regents and adheres to the rules and regulation of the LA Proprietary Schools Advisory Committee.

Admissions

I. Student Status

For the purposes of enrollment, students are classified in terms of their current educational status. Currently, all students must have a high school diploma or equivalent.

POSTSECONDARY PACE: Students enrolled in PACE program who have provided evidence of a high school diploma or equivalency are considered “postsecondary students” and are subject to the rules and regulations outlined in Unimed Academy policies.

II. Pathways to Admission

Professional Advance Career Education (PACE) Certification Program Requirements

To enroll in the PACE Certification Program, a student must have

- A. High school cumulative GPA of 2.0 (on a 4.0 scale) or GED AND a minimum ACT score of 20 or minimum SAT score of 1000; or
- B. High school cumulative GPA of 2.0 (on a 4.0 scale) or GED AND 12 or more earned college credits with a 2.0 cumulative GPA; or
- C. High school cumulative GPA of 2.0 (on a 4.0 scale) or GED AND greater than 70% on the basic Unimed Academy competency test.

Students must abide by the following requirements to be accepted and remain in the Medical Assistant PACE Certification (PACE) Program:

- D. Demonstrate reading/comprehension and math proficiency.
- E. Upload a copy of your high school transcript or GED score report.
- F. Submit all official transcripts from previously attended colleges/universities.
- G. Complete the required writing sample in the PACE Student Application Packet.

All Program Requirements

At Unimed Academy, we prioritize the safety and well-being of our students and the communities they serve. Therefore, students enrolled in a PACE Certification program are required to undergo and successfully pass a National Criminal Background and Sex Offender Check. This screening is an essential component to ensure the eligibility of students for clinical placement in healthcare facilities.

It is important to note that the cost of this screening is the responsibility of the student. Failure to complete the screening or refusal to undergo the screening within the designated

timeframe will render students ineligible for clinical placement, which may impact their status in the program. Any concerns or appeals regarding the National Criminal Background and Sex Offender Check screening process will be carefully reviewed and decided by the Unimed Dean of Medical Education.

We understand the importance of this requirement and its implications for our students. Should you have any questions or require further information regarding the National Criminal Background and Sex Offender Check, please don't hesitate to reach out to the Dean of Medical Education. We are committed to supporting our students throughout their educational journey and ensuring a safe and secure learning environment.

*A background check that reveals a misdemeanor or felony conviction may affect the student's admission or enrollment status.

III. PACE Readmission Process, Policy, and Procedure

Unimed Academy recognizes that circumstances may arise where students may need to seek readmission into the program. The readmission policy provides a framework for assessing and determining the eligibility of students who wish to return to the Unimed Academy PACE Program. Please note that readmission is subject to availability and specific program requirements.

At Unimed Academy, we are committed to providing an excellent education experience for our students. As part of this commitment, we have established a readmission policy and procedure that details how students who have previously attended Unimed Academy can re-enroll in the institution. This policy applies to all students who were previously enrolled in our Professional Advance Career Education (PACE) Certification Program and are seeking to enroll in the program again.

Formal readmission to the Medical Assistant Program is required for any matriculated student who has interrupted his/her sequence of courses as designed in the program of study by any of the following:

1. Course failure
 2. Course withdrawal
 3. Course drop-out
1. Eligibility for Readmission:
 - a. Former students who have withdrawn voluntarily or were academically dismissed from the program are eligible to apply for readmission.
 - b. Readmission is contingent upon the availability of seats and adherence to program requirements.
 - c. Students seeking readmission must meet the program's academic, clinical, and technical standards.
 2. Application Process:
 - a. Students seeking readmission must submit a written request for reinstatement

to the Dean of Medical Education.

- b. The request should include a personal statement outlining the reasons for seeking readmission and any steps taken to address previous issues that contributed to their dismissal.
- c. Supporting documentation, such as academic transcripts and relevant certifications, should be included with the request.
- d. Students must also include a \$50 nonrefundable application fee with their request for readmission.

3. Review and Decision:

- a. The readmission request will be reviewed by a committee consisting of faculty members appointed by the Dean of Medical Education.
- b. The committee will consider the student's academic history, previous performance, and supporting documentation.
- c. The committee's decision regarding readmission will be communicated to the student in writing.

4. Readmission Criteria:

- a. The committee will assess the student's readiness for readmission based on their ability to meet the program's academic and clinical requirements.
- b. The student's past performance, including grades and evaluations, will be taken into consideration.
- c. The committee may require additional conditions or stipulations for readmission, such as the completion of specific coursework or the fulfillment of certain requirements.

5. Notification of Decision:

- a. The student will be notified of the committee's decision regarding readmission within a reasonable timeframe.
- b. If readmission is granted, the student will be provided with instructions on the next steps, including any additional requirements or conditions to be met.
- c. If readmission is denied, the student will receive a clear explanation of the reasons for the decision.

6. Appeals:

- a. Students who are dissatisfied with the decision regarding their readmission request may submit an appeal in writing to the Dean of Medical Education.
- b. The appeal should include any additional information or evidence that supports the student's case.
- c. The Dean of Medical Education will review the appeal and make a final decision.

It is important for students seeking readmission to familiarize themselves with all applicable policies and deadlines. The readmission process aims to provide a fair and transparent opportunity for students to return to the Unimed Academy PACE Program, subject to program availability and fulfillment of requirements.

Health Documentation & Testing Requirement for PACE

Immunization Documentation Requirements for PACE Program:

At Unimed Academy, we prioritize the health and safety of our students, faculty, and the communities we serve. As part of our commitment to maintaining a safe learning environment, all PACE program students are required to fulfill the following immunization documentation requirements. Please ensure that all necessary documents and paperwork are completed and uploaded in the Unimed Academy Student Portal no later than the first day of class:

1. MMR (Measles, Mumps, Rubella): Series of 2 doses or documented evidence of immunity through a titer.
2. Td or Tdap (Tetanus, Diphtheria, Pertussis): Administered within the last 10 years.
3. Hepatitis B: Series of 3 doses or documented evidence of immunity through a titer.
4. Varicella (Chickenpox): Series of 2 doses, documented evidence of immunity through a titer, or a healthcare provider's signature verifying a history of the disease.
5. TB Test: Two-step testing, which includes one TB test read by a healthcare clinician, followed by another TB test read by a healthcare clinician or a Quantiferon Gold test within the past 12 months.
6. Meningococcal Vaccine: Required if born after 1995.
7. Seasonal Flu Vaccine (August-March)
8. COVID: Completion of the COVID vaccine initial series.
9. 13-panel Drug Urine Screening: Required as part of the program's drug testing requirements.

COVID Vaccine Statement for Unimed Academy PACE Students:

While the State of Louisiana currently does not mandate the COVID vaccine, it is a requirement for students enrolled in health profession programs at Unimed Academy. Students must provide proof of COVID vaccination. It is important to note that clinical placement, which is a vital component of the program, cannot be guaranteed for unvaccinated students. Failure to secure a clinical placement due to an unvaccinated status will result in the inability to complete the program's clinical requirement, leading to failure to progress in the program.

Medical/Religious Exemption:

Students who are unable to receive the COVID-19 vaccine due to medical reasons or religious beliefs may request an exemption through Unimed Academy. It is important to note that exemptions or reasonable accommodations are not guaranteed. Medical exemptions require a letter from a licensed healthcare provider (MD, NP, or PA) stating that the administration of the COVID-19 vaccine would be detrimental to the individual's health. For religious exemptions, students must provide a written statement explaining how the vaccine conflicts with their religious beliefs.

Falsifying Vaccination Records:

Unimed Academy maintains a strict policy against the submission of falsified vaccination records. Any record that appears suspicious will be thoroughly verified, and the submission of a falsified card will result in disciplinary action. Additionally, students must submit proof of immunizations for MMR, Hepatitis B, Varicella, Tdap, COVID, Influenza, and Meningococcal. If a physician indicates that immunization could endanger the student's health, the physician must provide a signed authorization for the student's participation in practicum experiences. All immunizations must be documented before the start of the practicum.

Please be aware that all health requirements, including immunizations and drug screening, are the responsibility of the student and incurred at their expense. For information on how and where to obtain these requirements, please contact the Administration office.

Required Drug Testing Requirements for PACE Program:

At Unimed Academy, we are dedicated to maintaining a high standard of education and ensuring a safe learning environment for all students. To uphold this commitment, students enrolled in PACE programs are required to undergo and pass an academy-endorsed 13-panel drug and/or alcohol screening analysis. This drug testing is mandatory to remain in the program and be eligible for clinical placement in healthcare facilities.

In addition to the initial drug screening, students assigned to clinical education experiences at Unimed Academy's contracted facilities will be subject to additional random and scheduled drug screenings, typically at least three in total. Failure to complete a screening or refusal to submit to a screening within the designated timeframe will render students ineligible for clinical placement, affecting their status in the program.

If a student receives a positive drug test result, they have the right to appeal within five (5) days of notification. The appeal must be submitted in writing to the academy's Dean of Health Professions. Students claiming a positive result due to a prescription drug must provide evidence from a healthcare provider, such as an MD, NP, or PA, specifying the type of prescription, permissible use dates, and dosage amounts. Appeals will be reviewed on a case-by-case basis, following program criteria.

Students notified of a "negative-dilute" result will be required to undergo a confirmatory drug test within 24 hours to validate the negative status. Additional random testing may also be necessary, as outlined in the program's handbook.

It is important to note that students who test positive for marijuana will be unable to continue in a clinical placement, which will impact their program status. While the use of marijuana is permitted in Louisiana, federal law still classifies it as a controlled substance, and its use, possession, distribution, and cultivation remain prohibited on educational campuses. If a student has a prescription for medical marijuana and tests positive for marijuana, the Dean of Health Professions will evaluate whether the student's off-campus use constitutes a reasonable accommodation under state law. If the continued use of medical marijuana poses a risk to the student's clinical performance, patient safety, or violates the clinical facility's affiliation agreement with the Academy, it will not be considered a reasonable accommodation.

The cost of drug testing and retests is covered by the student's program fees. However, additional drug screenings conducted as part of an appeal will be the responsibility of the student. All students are required to sign a Drug Screening Release Form, granting Unimed Academy permission to conduct the 13-panel urine test for drug screening. If you require assistance with the drug screening process, please reach out to the Dean of Health Professions.

At Unimed Academy, we prioritize the well-being and safety of our students, and these requirements ensure a secure learning environment for all.

Required BLS, CPR, and First Aid Certification for PACE

Admission to the PACE program does not require students to have completed the American Heart Association BLS CPR & HeartSaver First Aid certification. However, prior to entering their 4th block clinical practicum, all students in the PACE program must have successfully completed the American Heart Association BLS CPR & HeartSaver First Aid certification. Two copies of the certification (front and back) must be submitted to the clinical site as part of the clinical requirements.

The American Heart Association's Basic Life Support (BLS) CPR course provides essential training for healthcare professionals, emphasizing the importance of early CPR and defibrillation, the basic steps of performing CPR, relieving choking, and using an AED. It also emphasizes the crucial role of each link in the Chain of Survival.

Student Services And Resources

Student Career Services offered to students in the Medical Assistance PACE program is an invaluable virtual resource designed to provide them with comprehensive career exploration, preparation and planning. From resume review and writing assistance to interviewing tips and skills, networking strategies, and job search assistance – including mock/practice interviews – Student Career Services helps provide the tools necessary for students to be successful in their job market endeavors. Additionally, Student Career Services helps connect PACE students with internships and other career opportunities. Through a comprehensive suite of services tailored to the individual needs of each student, While we cannot guarantee internship and employment placement, the Student Career Services provides concierge guidance and mentorship to ensure that our PACE students are well-equipped to make informed decisions about their future career paths.

PACE MA Practicum Requirements

Non-Remuneration for Practicum

An unpaid, supervised practicum of 170 clinical contact hours in an ambulatory healthcare setting, demonstrating the knowledge, skills, and behaviors of the MAERB (Medical Assistant Education Review Board) Core Curriculum in performing clinical and administrative duties, must be completed prior to graduation. Non-remuneration includes both direct and indirect remuneration. The practicum site cannot pay the students for their time, nor can students be provided with a travel allowance or a meal allowance or any other perk, such as gifts or gift cards that involves the exchange of funds. If students are asked to participate in staff meetings that include a lunch, that would not be considered remuneration.

Onsite Supervision:

Onsite supervision of the student must be provided by an individual who has knowledge of the medical assisting profession. Unimed Academy MA Practicum students must be supervised by an employee at the practicum site at all times. Students are not permitted to stay unattended during any time during the practicum hours. If this occurs, the student must notify the MA Practicum Coordinator immediately.

The MA Practicum Coordinator should ensure that the practicum experience and instruction of students are meaningful and parallel in content and concept with the material presented in lecture and laboratory sessions. Sites should afford each student a variety of experiences congruent to the MAERB Core Curriculum.

Performing Clinical Work:

1. Students may perform clinical work while enrolled in the program if it does not interfere with their practicum hours.
2. Students who work at an ambulatory site are not permitted to complete their practicum at the same site to avoid any interference with practicum hours versus work hours.
3. Students may find their own practicum site in Southeast Louisiana if it is

coordinated with the Program Coordinator, meets the MAERB requirements, and an Affiliation Agreement is established.

Attendance Policy:

Attendance at practicum sites is required. Students are expected to treat the practicum experience like a job and adhere to the site attendance policies. A student who is dismissed from the practicum site will be required to write a formal apology letter to the practicum site supervisor. If another practicum site is available, the student will be placed at another site with the stipulation that attendance is mandatory. A student who is dismissed a second time will fail the course.

Acceptable Sites to Perform Practicum:

1. Medical Offices (hospital associated or other)
2. Orthopedic Specialty Offices
3. Dermatology Offices
4. Family Practice
5. Urgent Care/Prompt Care
6. Pediatric Offices
7. Internal Medicine Offices
8. Outpatient Clinics
9. OB-GYN Offices
10. Cardiology Offices
11. Multi-Specialty Groups
12. Community Healthcare Clinics
13. Ambulatory Care Clinics
14. Military and/or VA Offices
15. Other Specialty Offices (ENT, Rheumatology, Orthopedic, etc.)
16. Occupational Clinics

Unacceptable Sites to Perform Practicum:

1. Geriatric Day Care
2. Nursing Home/Assisted Living
3. Home Care
4. Hospitals
5. Hospice Homes
6. Emergency Room
7. Long-Term Care Facilities

Dismissal from Practicum:

The following circumstances will result in automatic withdrawal of the student from clinical rotations. The circumstances for permanent dismissal from one of the programs includes but are not limited to: Violation of patient confidentiality; student's behavior and/or performance are disruptive and hazardous to self, patient, or other healthcare providers; sexual harassment of a Unimed Academy student, peer, preceptor or healthcare team member, or patient.

Students are expected to abide by the practicum site/organizational policies as well.

Policies & Grading

Medical Assistant PACE Academic Standing Policy

At Unimed Academy, it is mandatory for all students enrolled in the PACE Program to maintain a cumulative grade point average of 2.0 or above. In addition, they must earn a minimum grade of "C" in all PACE courses to ensure they are in good academic standing.

Furthermore, each block, students are required to successfully earn a minimum of 70% of the credits they attempt. Given that the total credit to complete Unimed Academy is 47 credits, a student must successfully complete 33 credits to avoid dismissal. Failure to meet this requirement may result in dismissal from Unimed Academy.

Grading Scale

| Numeric Grade | Letter Equivalent Grade | Grade Point Equivalent | Academic Standing |
|---------------|-------------------------|------------------------|------------------------------------|
| 90-100 | A | 4.0 | Honor Note: > 95% = Dean's List |
| 80-89 | B | 3.0 | Above Satisfactory |
| 70-79 | C | 2.0 | Good Academic Standing |
| 60-69 | D | 1.0 | Academic Probation |
| <60 | F | <1.0 | Failing |

It is important to note that students in the Unimed Academy PACE Program are expected to fulfill all program requirements, including the completion of practicum, within a two-year timeframe from the start of the program. This includes successfully completing any necessary course repeats or remedial coursework due to low performance in the previous block. Failure to meet these criteria during any block will result in an Academic Warning letter and probationary status, which will remain until the student is able to improve their grade point average and/or pass courses at an acceptable rate. Probationary status will be lifted upon successful completion of consecutive blocks that meet the outlined standards.

Academic Dismissal may occur for various reasons outlined in the Student Handbook, specific to the Unimed Academy PACE Program. These reasons include, but are not limited to, failure to make satisfactory academic progress, failure to meet minimum grade requirements, excessive absences, unpaid tuition balances, plagiarism or other forms of academic dishonesty, and repeated violations of academy policies pertaining to conduct both on campus and online.

In the event of dismissal, students seeking re-admission must submit a written request for reinstatement accompanied by supporting documentation demonstrating their efforts to address the issues that led to their dismissal from Unimed Academy. A faculty committee will review all applications and make the final decision regarding readmission.

Passing Score:

To achieve a passing grade for Psychomotor and Affective Behavior skills in the practicum, students must earn a minimum grade of "PASS." This is equivalent to scoring 70% or higher within three attempts for each Psychomotor and Affective Behavior Skill. If a student receives a grade of "NO PASS" for any Psychomotor Skill or Affective Behavior, it will result in an "F" for the course.

Progression Requirements:

A final grade of D with a PASS in Psychomotor Skills and Affective Behaviors in the practicum will be placed on academic probation. Students with a D will be placed on Academic Probation and receive partial credit. Those students will be required to do additional make-up work and will be given an opportunity for a make-up test to bring the grade to a maximum of C. If the student receives a C or above in the make-up test, they will be given full credit for the course and a final grade of a C. If a final grade of F is earned, then the course can be repeated once, and a final grade of C must be earned on the course repeat. Two final grades of an F constitute dismissal from the program.

Required Level for Performance for Graduation:

- Psychomotor and Affective Behavior Skills: Students must earn a minimum grade of "PASS" for all Psychomotor and Affective Behavior Skills. This is equivalent to scoring 70% or higher within three attempts for each skill. If a student receives a grade of "NO PASS" for any skill, they will receive an "F" for the course.
- Required Coursework: Students must complete all required coursework with a grade of "C" or better.
- Clinical Practicum: Students must complete a clinical practicum in the approved healthcare setting and receive a positive evaluation from their preceptor.

Upon completion of the aforementioned, students will be awarded a certificate of completion from the Unimed Academy Medical Assistant Program.

Medical Assistant Course (s) Attendance Policies:

Attendance is crucial for students in the Unimed Academy PACE Program's Medical Assistant courses. Students must not exceed an absence of 20% of the total online course and practicum time. As Unimed Academy follows a 4-block schedule, surpassing the 20% limit will result in a failing grade for the course, requiring the student to repeat it. In case of extenuating circumstances or pregnancy, students must promptly contact the Dean of Medical Education.

Medical Assistant PACE Withdrawal Policies

Course Withdrawal:

Unimed Academy allows students to officially withdraw from any course until the 8th week of the block, receiving a "W" grade. However, it is essential to understand that withdrawing from a course can have significant implications for academic standing and financial assistance. Therefore, it is strongly recommended that students considering withdrawal first consult with their instructor and/or the Dean of Medical Education for guidance. Failure to officially withdraw may result in an "F" grade, negatively impacting academic standing and potentially leading to a loss of financial assistance.

Withdrawing from courses within the Medical Assistant PACE program will interrupt the curriculum sequence, requiring students to reapply for admission into the Medical Assistant PACE Program at Unimed Academy, as outlined in our Re-Admission Policy and process. It is important for all students to familiarize themselves with this policy before making any decisions regarding withdrawal.

For students who are contemplating course withdrawal but are uncertain about the personal impact, our Academy's advisors are available for assistance and consultation. Appointments can be scheduled over the phone or via email during regular business hours (Monday through Friday, 8 am - 5 pm). Our advisors can provide detailed information on withdrawal policies, potential consequences, and offer guidance on alternative avenues for continuing education if applicable.

Program Withdrawal

Students who wish to withdraw from the Medical Assistant Program at Unimed Academy must submit a letter or email containing their reasons for withdrawing to the Dean of Medical Education and the Dean of Health Professions. This should be done in a timely manner as soon as the decision to withdraw has been made, in order to ensure that all necessary steps are taken to properly process the withdrawal.

In addition, students must officially withdraw from all courses in which they are registered. This can be done through their Unimed Academy account online, or they can contact one of the Deans directly. Failure to properly process a withdrawal may result in financial penalties or other repercussions, so it is important that students adhere to this policy when withdrawing from the Medical Assistant Program.

When a student withdraws, they will no longer have access to faculty mentors, course tutors, and other resources provided by Unimed Academy. As such, we strongly encourage students who are considering withdrawing from our program to consult with their instructors/deans before making any decisions. The team at Unimed Academy is ready to help our students during difficult times and offer support throughout their academic journey.

We also want each student to understand the effects of withdrawing on their academic record so that they can make an informed decision about continuing with or leaving our program. If a student decides to return after withdrawing, additional fees may apply; therefore, it's imperative for them to take into account the financial obligation in order for them to complete the program successfully .

At Unimed Academy we strive for excellence within every aspect of our programs—from academics & clinicals experiences—to ensure that each student receives an enriching educational experience while attending our institution. We hope that by offering more information on our withdrawal policies we can help our students make the best decisions possible regarding their education path here at Unimed Academy

Medical Assistant PACE Attendance and Tardiness Policy:

Unimed Academy is committed to providing an effective learning environment and expects all students enrolled in the Medical Assistant Program to abide by the attendance and promptness policy. The following requirements must be met to ensure that maximum learning occurs:

Attendance: All students are expected to attend all mandatory online workshops/lab/webinars and arrive on time. If a student needs to miss a class, they must provide notice to the instructor in advance, preferably within 24 hours of the missed class. If a student misses two or more classes without prior notification or approval from the instructor, their continued enrollment in the program may be at risk with potential for probation or dismissal. Unexcused absences will result in a lower grade for that course as outlined in the catalog.

Clinical Attendance: If mandatory academy closing (classes canceled) is required prior to the start of scheduled clinical/fieldwork, the student will not be required to attend clinical/fieldwork for the duration of the cancellation. However, if mandatory academy closing (classes canceled) occurs during the day/evening, after the student has arrived at their clinical/fieldwork site, the student is required to complete assigned procedures prior to leaving the site. The student must ensure patient safety is not compromised and documentation is completed.

- If mandatory academy closing (classes canceled) is required, the student may have to make up hours/time in order to fulfill program requirements (per program policy).
- If classes are not canceled, but there is questionable weather, the students will use their own discretion as to their ability to travel safely to and from clinical/fieldwork site. Should the student decide that travel is not prudent, they are to follow the program's policy regarding absence from clinical/fieldwork.
- Students may attend clinical on holidays that are not typically observed by health care agencies at the program's discretion.
- Students may access school closures by viewing our website on www.unimedacademy.com or visit their local television and radio stations

Promptness: Being punctual is crucial for successful completion of this program. Unexpected delays can occur due to traffic, illness, etc., however being late is not acceptable unless it is an emergency situation and prior notification was given to the instructor with sufficient time for them to understand the severity of the circumstance. Students who arrive late will receive one (1) warning after which any further tardiness may result in disciplinary action including but not limited to (a) verbal warnings, (b) written warnings, (c) probationary period or (d) dismissal from Unimed Academy's Medical Assistant Program depending on severity of tardiness.

We understand that unforeseen circumstances can arise which may result in absences or tardiness; however these are exceptions rather than rules and consistent attendance and timely arrivals are mandatory requirements throughout one's enrollment in this program. We strongly encourage active participation by all our students within our community as we believe this will result in better understanding of concepts discussed during lectures and individual counseling sessions leading to better outcomes upon completion of their training

here at Unimed Academy.

Medical Assistant PACE Dress Code Policy:

Students must maintain professional appearance when representing Unimed Academy (UA). Appropriate clothing (when not in the clinical/lab setting) consist of the following:

1. Clean, pressed, modest attire that reveals no cleavage or midriff
2. No shorts, jeans, or open sandals, no flip-flops
3. Name badge with first and last names clearly visible worn in a visible area above the waist.

Student uniform guidelines for lab courses and practicum sites:

1. Hunter green scrub pants and tops (tops must have UA logo). Students may wear a white long or short sleeved t-shirt under a uniform top. T-shirts must be tucked into pants and appear neat.
2. Clean gym shoes must have a closed heel and toe. No sandals, flip-flops, or similar styles permitted.
3. No offensive fragrances.
4. Hair neatly groomed; long hair settled away from the face.
5. Mustaches and beards must be neatly trimmed.
6. Jewelry is limited to a wristwatch, wedding ring, and engagement ring, and two small earrings per ear.
7. Makeup is to be used in moderation.
8. No visible body art/tattoos.
9. All visible body piercing or jewelry must be removed for patient related experiences. (This includes tongue piercing, nose rings, or posts, and eyebrow and lip adornments) for student's own safety.
10. No acrylic fingernails are allowed. Nails should be trimmed short meaning not > ¼ inches from the nailbed. Only flesh colored nail polish is allowed.
11. Undergarments are to be worn but not visible through clothing.

Medical Assistant PACE Dismissal from Practicum Policy:

The following circumstances will result in automatic withdrawal of the student from clinical rotations. The circumstances for permanent dismissal from one of the programs includes but is not limited to: Violation of patient confidentiality; Student's behavior and/or performance is disruptive and hazardous to self, patient, or other healthcare providers; Sexual harassment of a Unimed Academy student, peer, preceptor or healthcare team member, or patient.

Medical Assistant PACE Petition to Graduate Form

For a student to graduate, a petition to graduate form must be completed and submitted to the Program Coordinator in the 4th block AND no later than 60 days prior to graduation (posted date on diploma of certificate). The Dean of Health Professions will remind students to submit this form at the appropriate time; however, it is ultimately the student's responsibility to ensure that the form is submitted to the Program Coordinator by the stated deadline. After receiving the completed form, the Program Coordinator will

review the record and respond to the student as to whether all courses required for graduation have been completed. Refer to the UA Academic Calendar for the deadline to file the application to graduate. A certificate will not be printed or be available unless this application is filed. Upon completion of the required course and petition form, the PACE student will receive a diploma in the form of a Certification as a Medical Assistant.

Academic Honesty Policy:

As a community of students and professional healthcare workers, Unimed Academy strives to set and maintain the highest standards of integrity. Any dishonesty related to academic work in the classroom or clinical area will constitute misconduct and, as such, is incompatible with the standards of this academy and subject to investigation and disciplinary action. Students are expected to read the policy in their handbook/catalog concerning academic conduct. Recording of a quiz or exam will be considered an attempt to give unauthorized aid and/or to obtain improper acquisition of a copy of a quiz or exam and will be considered academic misconduct.

Plagiarism Policy:

Plagiarism is the representation of someone else's written work or thoughts as your own. To discourage plagiarism, students are advised that Unimed Academy may submit written work to an online detection service for evaluation of originality and proper use and attribution of sources.

Safe and Professional Clinical Practicum Policy:

Student behaviors are expected to reflect ethical and legal accountability for actions taken while in professional practice. The ultimate attainment of professional behaviors is the responsibility of the student, but faculty assumes a mentoring role. Faculty accept responsibility to evaluate, provide feedback, and initiate corrective action when necessary.

Safety is paramount. This includes students, peers, faculty, clinical instructors, members of the healthcare team, and above all, the patient.

Patient confidentiality is highly important. If a violation of patient confidentiality is reported, sanctions may be imposed upon the student up to dismissal from the program.

Refrain from participating in care if your physical or emotional condition is a threat to patients and others. Students' health must be such that no potential harm can come to a patient from care provided by a student. If the clinical instructor/preceptor has reason to question a student's ability to provide appropriate care, the student will be excluded from the clinical setting. The student may not be supervised by a relative when in the clinical setting.

Students are expected to communicate effectively and positively in the clinical setting. It is sometimes necessary to report errors or omissions or commissions to appropriate persons. Don't ignore the situation – guidance and support are available. Students are expected to be drug, alcohol, and smoke free in classroom and clinical settings. Students should notify the instructor/preceptor if use of prescription or non-prescription drugs may cause adverse effects or affect the ability to do the work. Faculty accept responsibility to evaluate, provide feedback, and initiate corrective action when necessary.

Unsafe clinical practice shall be deemed to be behaviors demonstrated by the student which threaten or violate the physical, biological, or emotional safety of the patient assigned to his/her care.

The following examples, although not inclusive, serve as guidelines for the student's understanding of unsafe clinical practices:

1. Physical Safety: unsafe behaviors include: inappropriate use of side rails, wheelchairs, positioning straps, and equipment, lack of proper protection of the patient which potentiates falls, lacerations, burns, etc.
2. Biological Safety: unsafe behaviors include: failure to recognize errors in aseptic technique, attending clinical sites while ill, performing technical actions without appropriate supervision, failure to seek help when needed, etc.
3. Emotional safety: unsafe behaviors include: threatens patients, makes patients fearful, provides patients with inappropriate or incorrect information, fails to seek help when needed, and demonstrates unstable emotional behaviors.

Unprofessional practice shall be deemed to be behaviors demonstrated by the student which are inappropriate - patient interactions which may be taken to be unsafe practice or to reflect negatively upon Unimed Academy

Examples of unprofessional behavior (not inclusive): verbal or non-verbal language, actions, or voice inflection which compromise rapport or working relations with patients, family members of patients, staff, physicians, or instructors which may compromise contractual agreements and/or working relations with clinical affiliates or constitute violations of legal or ethical standards.

Violations of these standards are exceptionally serious. At the instructor's discretion, the student may be removed from the clinical site immediately. Such violation WILL result in the student being placed on social probation and MAY result in withdrawal from the program.

PACE Confidentiality Policy:

Unimed Academy students may not disclose any information regarding clients, their families, or information pertaining to clinical agencies outside of that specific caregiving experience.

Every Unimed Academy student will be required to virtually sign the "Student Confidentiality Form" at the beginning of the first clinical course. The Confidentiality policy will be re-emphasized in each subsequent clinical course.

Policy for Invasive Lab Procedures:

Requirements:

It is mandatory that students show immunity to the Hepatitis B virus prior to participation in any invasive lab procedures. *This must be completed before the start of practicum.

Any person participating in an invasive lab procedure must have completed the following items PRIOR to his/her participation in lab:

- Instructional training on Infection Control Procedures, Personal Protective Equipment, Standard Precautions, and Transmission-Based Precautions for airborne, droplet and contact.
 - Unimed Academy Exposure Waiver Form must be signed and submitted to the Dean of Health Professions.

The following procedures must be strictly adhered to during the performance of any invasive Lab procedure:

- Standard Precautions are to be practiced at all times.
- All procedures involving blood or other potentially infectious materials shall be performed to minimize splashing, spraying, spattering, and generation of droplets.
- NEVER RE-CAP CONTAMINATED SHARPS.
- Contaminated sharps must be discarded immediately in the containers that are provided in the lab. These containers are to be kept upright. DO NOT OVERFILL. If a container is filled, do not use it. Discard any contaminated sharps in another container. Notify the Instructor, Lab Assistant, or Dean of Health Professions about the filled sharps container.
- Any contaminated vacutainers must be disposed of in the sharps containers provided in the Lab.
- Potentially infectious materials (non-sharps) must be disposed of in the biohazard bags provided in Lab.
- Specimens of blood or other potentially infectious materials shall be placed in containers that prevent leakage during collection, handling, processing, transport, and disposal.
- Mouth pipetting, suctioning of blood or other potentially infectious material, is prohibited.
- In the event of a needle stick injury, students must notify the instructor immediately.

The following protocol is to be followed:

- Step 1: Provide immediate care to the exposure site
 - Wash wounds and skin with soap and water
 - Flush mucous membranes with water
- Step 2: Seek immediate medical care to evaluate risk of exposure
 - Either with your PCP or the nearest hospital emergency/urgent care unit
- Step 3: Complete and submit an Exposure Incident Report
 - This must be submitted to the Program Coordinator within 24 hours of the injury.
 - Should the instructor(s) incur a needle stick injury, the instructor(s) must follow the same protocol.
- Direct supervision by the instructor or laboratory assistant is required for all invasive procedures performed on a student's self or willing lab partner. Direct supervision is defined as the Instructor/Lab Assistant standing within five feet of the procedure being performed, having a direct line of sight to the procedure being performed, and monitoring that procedure until its completion, including the proper disposal of any contaminated sharps. No individual should be within five feet of the procedure being performed, other than the Instructor/Lab assistant, the student performing the procedure, and any willing lab partner on which the procedure is being performed. Students shall not perform any invasive procedures unless the Instructor/Lab Assistant is available for direct supervision as previously defined.

- Indirect supervision by the Instructor/Lab Assistant is required for the practice of any invasive procedures on mannequins. Indirect supervision is defined as the Instructor/Lab assistant being present in the lab during the performance of the procedure, as well being available for questions, demonstration, and/or monitoring if necessary. No more than one pair of lab partners are to be assigned to a mannequin at one time and within a lab pair, only one partner is to be practicing at a time. No individual should be within five feet of the procedure being practiced on the mannequin, other than the Instructor/Lab Assistant, the student performing the procedure, and/or that student's lab partner. Students shall not practice any invasive procedures on mannequins unless the Instructor/Lab Assistant is available for indirect supervision as previously defined.
- Smoking, applying cosmetics or lip balm and handling contact lenses is prohibited in Lab.
- No food or drink are to be consumed or stored anywhere in the Lab.
- Students who willingly participate in invasive lab procedures will not be required to share their health and immunization status for the purposes of such participation. Thus, willing participation in invasive lab procedures will be conducted without the knowledge of participants' health or immunization status. As in clinical practice, Standard Precautions should be utilized at all times.
- Reference:
 - **Medical & Dental Offices - A Guide to Compliance with OSHA Standards (OSHA 3187 - 2003) (English: PDF)**
 - OSHA Regulations and Guidelines: A Guide for Health Care Providers, Delmar Publishers, Copyright 2000.

PACE Certification Course Requirements & Catalog

The medical assistant PACE Certification Program provides training for both front-office administrative and back office clinical duties. Both programs are designed to train medical assistants in mastering clinical techniques such as pre-examination and examination assistance, obtaining medical histories and vital signs, minor office surgery, routine laboratory procedures, including phlebotomy and EKG, and maintaining and sterilizing equipment. Administratively, you will learn the necessary office skills to maintain a clinic, including answering telephones, greeting patients, handling correspondence, scheduling appointments, billing and bookkeeping. This program seeks to develop competent medical assistants to work in a variety of settings including, but not limited to, clinics and hospitals. Once you complete all of the prerequisite requirements and the full program curriculum, you will have achieved a certificate of medical assisting and will be eligible to sit for the national registry exam to become a credentialed medical assistant.

Students earn a Certificate in the Medical Assistant PACE once the following requirements are met.

Summary of Certificate Requirement 47 Credit Hours Certificate

| 1 st Block | Course Title | Credits |
|-----------------------|--|---------|
| BIO 101 | Basic Anatomy and Physiology | 4 |
| BIO 102 | Introduction to Human Disease | 4 |
| MAP 103 | Medical Terminology | 3 |
| MAP 104 | Pharmacology for Medical Assistants | 4 |
| 2 nd Block | Course Title | |
| MAP 105 | Medical Office Administration I | 3 |
| MAP 106 | Medical Office Administration II | 3 |
| MAP 107 | Medical Nutrition Therapy | 3 |
| HEP 105 | Professionalism in the Medical Setting / Social Determinants of Health | 3 |
| HEP 107 | Ethical and Legal Principles in the Medical Field | 3 |
| 3 rd Block | Course Title | |
| HEP 108 | First Aid and BLS Certification | 3 |
| MAP 201 | Medical Assistant Clinical Skills | 4 |
| MAP 202 | Medical Assistant Laboratory Skills (Phlebotomy and Point of Care Services) | 4 |

| 4 th Block | Course Title | |
|-----------------------|--|-----------|
| MAP 301 | Medical Assisting Clinical Internship (Practicum) | 4 |
| MAP 302 | Review for Medical Assistant National Exam | 2 |
| | TOTAL CREDITS | 47 |

Course Details for PACE Certificate Requirement 47 Credit Hours Certificate

| 1 st Block | Course Title and Description | Credit & Anticipated Length of Time |
|-----------------------|---|---|
| MAP 103 | <p>Medical Terminology Prerequisite: None A study of the language used by healthcare professionals to communicate with one another. This course discusses medical terms related to major body systems, common laboratory and diagnostic procedures and imaging, as well as proper pronunciation and spelling. This would include learning root words, suffixes, and prefixes in order to better understand medical jargon.</p> | 3 credits; 3 class hours/week for 6 weeks |
| BIO 101 | <p>Basic Anatomy and Physiology Prerequisite: None This laboratory course is designed to serve the students in the Medical Assistant and Clinical Laboratory Assistant certificate programs as part of their core curriculum. It is an introduction to the human body, providing essential knowledge of its structure and function. Students will gain a comprehensive understanding of anatomy, physiology, chemistry and cell biology through lectures, laboratory activities and case studies. Topics covered include basic chemistry, cellular structure and function, tissue organization, organ systems, disease states encountered in the medical assistant field, medical imaging techniques (such as X-rays), patient assessment methods and more. Through these topics, students will acquire a foundation of knowledge in medical science that they can use to provide excellent care for patients in a clinical setting.</p> | 4 credits; 6 class hours/week for 6 weeks |
| BIO 102 | <p>Introduction to Human Disease Prerequisite: MAP 103, BIO 101 This course will provide an in-depth exploration of the causes and effects of disease on the major body systems. We will cover common illnesses such as heart disease, cancer, diabetes, asthma,</p> | 4 credits; 6 class hours/week for 6 weeks |

| | | |
|-----------------------|--|---|
| | <p>and chronic obstructive pulmonary disease (COPD), among others. In addition to exploring the etiology, pathogenesis, epidemiology, and treatment options for each disease, we will also discuss lifestyle modifications that can reduce risk factors associated with them. We will review preventive measures one can take that can help reduce the development or severity of certain illnesses. We will discuss current trends in public health initiatives and research related to emerging illnesses that may present a risk to individuals or communities. This course will cover a variety of topics related to human illness including pathology, pharmacology and clinical diagnosis. Through lectures and discussions with experts in the field students will learn about how genetic and environmental factors play a role in determining susceptibility to certain diseases. The relationship between nutrition and overall health will also be addressed. By learning more about these topics, students should gain an appreciation for how complex our bodies are and how important it is to keep ourselves healthy by managing our diet and lifestyle habits accordingly.</p> | |
| MAP 104 | <p>Pharmacology for Medical Assistants Prerequisite: MAP 103, BIO 101 A study of medications used to treat various conditions – their uses, side effects, interactions, etc. Students would also learn about different routes of administration (e.g., oral, topical) and how to dispense medication safely.</p> | 4 credits; 4 class hours/week for 6 weeks |
| | TOTAL CLASS HOURS FOR 1st BLOCK | 114 hours in total of 12 weeks |
| 2 nd Block | Course Title and Description | |
| MAP 105 | <p>Medical Office Administration I Prerequisite: MAP 103, MAP 104, BIO 101, BIO 102 This course is designed for medical assistants seeking to further their understanding of the day-to-day operations of a medical office or clinic. The course covers topics such as appointment scheduling, billing and coding, record keeping and customer service skills. Students will gain knowledge on various aspects of managing a medical office such as patient registration, insurance verification, data entry and other administrative tasks.</p> | 3 credits; 3 class hours/week for 6 weeks |

| | | |
|--------------------|--|--|
| <p>MAP 106</p> | <p>Medical Office Administration II Prerequisite: MAP 103, MAP 104, MAP 105, BIO 101, BIO 102</p> <p>This course is designed for medical assistants to learn more about the billing and coding responsibilities of their profession. The curriculum covers topics such as the International Classification of Diseases (ICD-10) and Current Procedural Terminology (CPT) codes. It helps medical assistants become proficient in using the proper terminology, understanding documentation requirements, creating patient accounts and balancing payments. Additionally, students will learn how to use various computer applications to enter data quickly and accurately. This course provides an opportunity for medical assistants to gain a better understanding of medical office billing systems so they can serve their clients better.</p> | <p>3 credits; 3 class hours/week for 6 weeks</p> |
| <p>MAP 107</p> | <p>Medical Nutrition Therapy Prerequisite: MAP 103, MAP 104, MAP 105, BIO 101, BIO 102</p> <p>The Medical Nutrition Therapy course catalog will provide medical assistants with the knowledge and skills necessary to provide nutrition education and counseling to patients. The course will cover topics such as the role of nutrition in health and disease, the basic principles of good nutrition, and how to assess a patient's nutritional needs. In addition, the course will teach students how to develop individualized nutrition plans for patients, how to monitor a patient's progress, and how to counsel patients on making lifestyle changes that can improve their overall health.</p> | <p>3 credits; 3 class hours/week for 6 weeks</p> |
| <p>HEP 105</p> | <p>Professionalism in the Medical Setting / Social Determinants of Health Prerequisite: MAP 103, MAP 104, BIO 101, BIO 102</p> <p>This course is designed to educate medical assistants on the critical importance of professional behavior in healthcare settings. Students will learn how to dress and groom appropriately, develop proper phone etiquette, protect patient privacy, and handle difficult patients with courtesy and respect. The course will also provide an overview of Social Determinants of Health (SDH) – the conditions in which people are born, grow, live, work, age and die – which can affect health outcomes.</p> | <p>3 credits; 3 class hours/week for 6 weeks</p> |

| | | |
|--------------------------|---|---|
| HEP 107 | <p>Ethical and Legal Principles in the Medical Field Prerequisite: MAP 103, MAP 104, MAP 105, BIO 101, BIO 102, HEP 105</p> <p>The course is designed to provide medical assistants with a comprehensive overview of ethical and legal principles in healthcare. The course covers topics such as HIPAA, consent forms, the treatment of minors and vulnerable populations, end-of-life issues, privacy rights, and much more. Through lectures, case studies and class discussions, students will explore how these ethical principles affect their daily practice as medical assistants.</p> | 3 credits; 3 class hours/week for 6 weeks |
| | TOTAL CLASS HOURS FOR 2nd BLOCK | 90 hours in total of 12 weeks |
| 3 rd Block | Course Title and Description | |
| HEP 108 | <p>First Aid and BLS Certification Prerequisite: MAP 103, MAP 104, MAP 105, MAP 106, MAP 107, BIO 101, BIO 102, HEP 105, HEP 107</p> <p>This course is designed to teach medical assistants the fundamentals of basic life support (BLS) and first aid. Through a combination of lectures, virtual demonstrations, and virtual simulation practice, students will gain an understanding of necessary emergency response protocols, including how to assess patient distress and apply stabilization techniques. Participants will also become familiar with common medical office emergencies, such as choking and seizures, and learn about the proper steps to take in order to ensure patient safety before emergency medical services arrive.</p> | 3 credits; 3 class hours/week for 6 weeks |
| MAP 201 | <p>Medical Assistant Clinical Skills Prerequisite: MAP 103, MAP 104, MAP 105, MAP 106, MAP 107, BIO 101, BIO 102, HEP 105, HEP 107</p> <p>Instruction on how to perform basic nursing tasks such as taking vital signs and administering injections. Students would also learn about infection control and safety precautions.</p> | 4 credits; 4 class hours/week for 6 weeks |
| MAP 202 | <p>Medical Assistant Laboratory Skills (Phlebotomy and Point of Care Services) Prerequisite: MAP 103, MAP 104, MAP 105, MAP 106, MAP 107, BIO 101, BIO 102, HEP 105, HEP 107, MAP 201</p> | 4 credits; 4 class hours/week for 6 weeks |

| | | |
|-----------------------|--|---|
| | A hands-on approach to learning various clinical procedures such as measuring blood pressure and performing EKGs. Students would also learn how to properly collect and label specimens for laboratory testing. | |
| | TOTAL CLASS HOURS FOR 3rd BLOCK | 66 hours in total of 12 weeks |
| 4 th Block | Course Title and Description | Weeks |
| MAP 301 | <p>Medical Assisting Clinical Practicum (Externship) Prerequisite: MAP 103, MAP 104, MAP 105, MAP 106, MAP 107, BIO 101, BIO 102, HEP 105, HEP 107, HEP 108 MAP 201, MAP 202</p> <p>Lab consists of a total of 200 hours minimum: 30 hours of administrative competencies, 170 hours of clinical competencies, without exception. This division of hours is standardized and may not be changed. Externship is a supervised, unpaid assignment in the ambulatory care setting to gain practical administrative and clinical back-office experience.</p> | 4 credits; 30 hours administrative +170 hours clinical externship for 6 weeks |
| MAP 302 | <p>Review for Medical Assistant National Exam Prerequisite: MAP 103, MAP 104, MAP 105, MAP 106, MAP 107, BIO 101, BIO 102, HEP 105, HEP 107, HEP 108 MAP 201, MAP 202, MAP 301</p> <p>This course is designed to help Medical Assistants prepare for the national certification exam. It will provide a comprehensive review of all topics typically covered on the exam, including anatomy and physiology, medical law and ethics, patient care techniques, pharmacology, and medical office procedures. Through a combination of lectures, hands-on activities, and mock testing, this course will enable each participant to gain a thorough understanding of the material covered.</p> | 2 credits; 3 class hours/week for 6 weeks |
| | TOTAL CLASS HOURS FOR 4th BLOCK | 218 hours in total of 12 weeks |
| | TOTAL CREDITS FOR ALL BLOCKS | 47 credits 488 hours in 48 weeks |

*Courses require a final grade of C or higher to earn full credit.

Textbooks:

Kinn’s Medical Assistant, 15th edition.

Saunders Medical Assisting Exam Review. 6th edition.

Health Insurance Today. 7th edition.

Online Curriculum

McGraw Hill

UNIMED

Maximum Class Size Ratio:

To ensure an optimal learning environment and promote effective student-teacher interaction, our institution maintains a maximum class size ratio of 15:1 students. This means that for every instructor, there will be a maximum of 15 students in a class.

By adhering to this class size ratio, we aim to provide students with personalized attention, ample opportunities for participation, and individualized support. This smaller class size fosters better student engagement, facilitates meaningful discussions, and allows for more personalized feedback and guidance from instructors.

Maintaining a smaller class size also promotes a collaborative and inclusive learning atmosphere, where students can actively interact with their peers and benefit from diverse perspectives and experiences.

Our commitment to a maximum class size ratio of 15:1 ensures that each student receives the attention and support necessary to thrive academically and achieve their educational goals.

Performance Grade:

The performance grade is determined as follows:

| Performance Activities | Points |
|--|--------|
| Attend all courses with the required materials (assignments, books, notebooks, workbooks, paper, pencils, etc.) and be dressed according to the dress code during video conferencing/webinars and in person. | 5 |
| Complete all weekly assignments. | 5 |
| Have a positive attitude towards instructor and others, be polite, be respectful. | 5 |
| Job Performance/Time management – 1. You didn’t have to be told several times to do a task, 2. You stayed focused on what you are doing 3. You were not asked to put away your phone | 5 |

Block Grades = Quarterly Grades:

The 12 weeks block grade is determined by the following types of assessments when applicable:

1. Tests
2. Quizzes
3. Skills/Lab Performances
4. Unimed Curriculum Completion
5. Workshop/Webinar Participation
6. Medical Assistant Practicum Completion

Online Education Class Policies:

The following policies outline the requirements and guidelines for online education:

1. **Attendance and Participation:** Students are required to actively participate in all work-based activities and complete assignments, tests, and quizzes by the specified due dates. Regular attendance is essential to stay on track with the course curriculum and meet graduation requirements.
2. **Academic Integrity:** Upholding academic integrity and honesty is of utmost importance. To prevent academic dishonesty, the Medical Assistant Instructor may employ various measures. These measures may include the utilization of online proctoring tools, student ID verification, restrictions on web browsing, activation of screen recording, and monitoring of web traffic control.
3. **Online Proctoring:** As part of monitoring student progress and ensuring a fair assessment environment, online programs may be used for proctoring exams. These programs may require students to authenticate their identities, restrict browser use, activate screen recording, and monitor web traffic control.
4. **Secured Logins:** All students must use their secured logins to access and complete all online course work. This includes but is not limited to assessments, daily assignments, and proctored exams. Secured logins help maintain the integrity and privacy of student information.
5. **Dress Code:** All students must adhere to a professional and respectful dress code during all online sessions. Wear attire suitable for a classroom environment, avoiding offensive, distracting, or inappropriate clothing. This will contribute to a positive and focused virtual learning experience.

It is important that students familiarize themselves with these policies and comply with them throughout their courses. Any specific guidelines or procedures related to distance education will be provided by the institution and should be followed accordingly.

Computer Requirement

- ï Students Minimum Laptop Requirements
- ï Please make sure all drivers are up to date prior to any exam.

| Laptop/Notebook | Specifications Recommendations |
|---------------------|---|
| CPU | Intel Core i3 (or AMD Equivalent) or better. Devices with Microsoft SQ series chips and Qualcomm CPUs will not support necessary software. MacBooks with any Intel CPU or M1 CPUs are OK. |
| RAM | 8GB or more preferred |
| Hard Drive Space | 256 GB or greater |
| Display | 8 inches or larger |
| Screen Resolution | 1024x768 or higher |
| Internet Connection | Internet connection not below 8mbps upload and download |
| Operating System | Windows 10 or higher. Must be update level 2004, 20H2, 21H1 or higher Mac OS X 10.14.6 or higher is required |
| Adobe Reader | Version 9, 11, or DC |

Unimed Academy Physical Facility & Equipment

Unimed Academy offers a comprehensive virtual learning platform designed to deliver medical and health-care related courses to students worldwide. Our advanced online academy is equipped with modern facilities and resources to ensure a seamless learning experience.

Our virtual classrooms provide a dynamic and interactive environment where students can access a wide range of courses in disciplines such as clinical medical assistant, medical administrative assistant training, and continuing health education. Through our online platform, students have the flexibility to study at their own pace and from any location with an internet connection.

Here are some of the key equipment and resources utilized in our virtual classes:

1. Computers and Laptops: Students are required to have access to a computer or laptop with internet connectivity to participate in our online courses. This allows them to access course materials, engage in discussions, and complete assignments.
2. Internet Connection: A stable and reliable internet connection is essential for seamless participation in our virtual classes. It enables students to access the online learning platform, stream instructional videos, participate in live sessions, and interact with faculty and peers.

3. Learning Management System (LMS): We utilize a robust learning management system to deliver course content, assignments, assessments, and other learning materials. The LMS provides a centralized platform where students can access course modules, submit assignments, and track their progress.

4. Video Conferencing Tools: We utilize video conferencing tools, such as Zoom or Microsoft Teams, for live virtual classes, discussions, and collaborative activities. These tools facilitate real-time interaction between students and instructors, allowing for engaging and interactive learning experiences.

5. Multimedia Resources: Our online courses often incorporate multimedia resources, such as instructional videos, simulations, interactive modules, and virtual labs. These resources enhance understanding, provide real-world context, and simulate practical experiences.

6. Digital Course Materials: Course materials, including textbooks, lecture notes, and supplementary resources, are provided in digital formats. Students can access and download these materials from the online learning platform.

7. Communication Tools: We employ various communication tools, such as email, discussion boards, and messaging systems within the learning platform, to facilitate instructor-student and student-student communication. These tools encourage collaboration, discussion, and support between participants.

By utilizing these equipment and resources, Unimed Academy ensures that our students have access to a comprehensive virtual learning environment. We are committed to providing a seamless and engaging educational experience that prepares students for success in their medical and health-care careers.

In addition to our virtual learning environment, we also maintain a physical administrative office located at 3570 Holiday Drive, Suite 7, New Orleans LA 70114. This office serves as a central hub for administrative tasks and supports students with any necessary paperwork or mailing requirements.

Unimed Academy also provides students with two primary training sites, Premium Care Medical Center and Family First Medical & Wellness Clinic, that serve as training labs. These labs are equipped with the necessary supplies and equipment to facilitate hands-on training in various essential medical skills. The labs are specifically designed to support training in phlebotomy, vital signs measurement, electrocardiogram (EKG) procedures, and point-of-care (POC) testing.

The training labs are well-stocked with supplies, including phlebotomy equipment such as needles, blood collection tubes, and tourniquets. Students will have access to practice and develop their phlebotomy skills under the guidance of experienced instructors.

For vital signs training, the labs are equipped with instruments such as blood pressure monitors, thermometers, and stethoscopes. Students will learn how to accurately measure and record vital signs, an essential skill in healthcare settings.

In the EKG training area, students will have access to EKG machines and electrodes to learn how to perform electrocardiograms. They will acquire the knowledge and practical skills needed to interpret EKG readings, recognize abnormalities, and assist in diagnosing cardiac conditions.

The labs also provide resources for point-of-care testing, including glucometers, urine testing kits, and rapid diagnostic devices. Students will have hands-on experience in performing these tests, understanding their purpose, and interpreting the results.

These training labs offer a safe and supportive environment where students can apply theoretical knowledge gained through online coursework into practical scenarios. The availability of supplies and equipment ensures that students receive comprehensive training in essential medical procedures.

At Unimed Academy, we are dedicated to providing a well-rounded educational experience that combines virtual learning with hands-on training in our fully equipped training labs. Our goal is to equip students with the practical skills and experience necessary to excel in their medical careers.

Whether students are pursuing initial training or seeking to enhance their professional skills, Unimed Academy offers a comprehensive virtual learning experience that is accessible, flexible, and designed to meet the evolving needs of the healthcare industry.

Unimed Academy Advisory Board

Advisory Board with members of our Communities of Interest meets yearly. Students and Graduates can be a part of this committee.

Financial Information

At Unimed Academy, we believe in providing transparent and accessible financial information to our students. The total cost of tuition and fees for our online PACE program is \$3800. To ensure ease of payment, we offer a breakdown of tuition payment options, including installment plans and financial assisting opportunities. In the event of a past due balance, we have an appeal process in place, allowing students to discuss their circumstances and explore potential solutions. Additionally, we understand that unforeseen circumstances may arise, and we have a clear refund policy outlined to ensure fair and equitable treatment for our students. Our commitment is to support you throughout your academic journey, including providing clear and comprehensive financial information and assistance.

Tuition and Fees

PACE Medical Assistant Program

| Blocks | 1st | 2nd | 3rd | 4th |
|--|------------|------------|------------|------------|
| Tuition | \$750 | \$750 | \$750 | \$750 |
| Background Check Fee | \$40 | \$0 | \$0 | \$0 |
| Registration | \$100 | \$0 | \$0 | \$0 |
| Books | \$75 | \$75 | \$75 | \$75 |
| Labs | \$50 | \$50 | \$50 | \$50 |
| Technology | \$15 | \$15 | \$15 | \$15 |
| Distance Learning Management System | \$25 | \$25 | \$25 | \$25 |
| Total | \$1055 | \$915 | \$915 | \$915 |

Tuition \$3000

Registration \$100

Books \$300

Administrative Fee (Labs \$200, Technology 60, Background Fee 40, Distance Learning \$100) \$400

Total \$3800

Tuition Payment

Tuition Payment

Tuition for the first enrollment period of the program selected is due by the first day of each block unless alternative arrangements are made with the Dean of Medical Education. Payment may be made with cash, certified check, credit card, or money order made payable to Unimed Academy. Students are encouraged to make payments electronically on our website. Additionally, check payments may be mailed to our administrative office and may take up to two (2) weeks for processing. Checks that are returned for non-sufficient funds will be assessed a \$15 processing fee. If tuition payments by check are returned more than once for non-sufficient funds during the term of the enrollment agreement, all future payments must be paid in cash or by money order.

Student Financial Assistance Options

Unimed Academy's Online Medical Assistant School prepares graduates to excel in the dynamic healthcare sector. Students gain technical and soft skills in areas such as administrative tasks, patient care, medical records management, and insurance claims processing. They also benefit from Unimed's extensive industry connections, ensuring successful job placements.

While we do not accept federal financial aid, we offer and accept financial assistance options, including merit-based grants, need-based scholarships for low-income households, low-interest loans through a private lender, customized payment plans, and medical field work-study discounts.

Grant-based Aid:

Unimed Merit-Based Grant: To acknowledge outstanding academic performance, Unimed provides a merit-based grant for students with a cumulative high school GPA of 3.5 or above. This grant covers up to 50% of tuition fees and is renewable annually, subject to maintenance of high academic standards.

Scholarships:

Unimed Social Impact Scholarship: This need-based scholarship offers financial assistance to students whose annual adjusted gross household income falls below \$30,000. These scholarships cover up to 50% of tuition fees.

Private Loan Programs:

Unimed Academy Accepts Private Lender Loan: Unimed Academy accepts private loans through reputable lenders for students enrolled in our program programs.

Payment Plans:

Unimed Flexible Payment Plan: Unimed offers a flexible payment plan allowing students to design a realistic, zero-interest payment schedule to meet their financial needs, with options for quarterly payments.

Work-Study Opportunities:

Unimed Medical Assistant Work-Study Discount: Unimed Work-Study discount allows students who have worked and are currently working for at least one year as a full-time medical assistant without certification or formal training to receive a 30% reduction in tuition fees. Students will still be required to take all online course work and attend the externship without any exceptions.

Tuition Past Due Account

Students become past due on their account after their first missed payment period. A representative from the administration office will communicate with students that have past due accounts on a weekly basis. Communication may include, but is not limited to: phone calls, emails, text messages, or notification via regular mail.

Students who fail to make prompt payments, issue personal checks which are returned by banks, or fail to make a good-faith effort to keep their account current and in good-standing, may be subject to late fees and the academy's disciplinary action.

For students that wish to re-enter or restart their program of study, and are delinquent on their current payment plan, a good faith payment of 50% of their past due balance on their current payment plan is required. Additional criteria may be required if the student is 60 days or more delinquent on their current payment plan. Students who have been dismissed for non-payment of tuition will not be readmitted, or be allowed to re-start until all delinquent tuition payments have been paid in full.

Appeal Process

Students who have been notified that they will be suspended or dismissed from the program for failing to make prompt payments, may elect to appeal this decision. Students wishing to appeal suspension or dismissal due to financial responsibility will need to complete a Financial Responsibility Disciplinary Action Appeal form and provide supporting documentation to support their appeal. Examples of adequate documentation include, but are not limited to, letter from former employer regarding layoff or termination, letter from physician or medical facility documenting illness or injury, letter from a counseling professional, and/or unemployment benefits statement. Administration will review the appeal and supporting documentation and inform the student of their decision within 72 hours of receipt of the Financial Responsibility Disciplinary Action Appeal Form. The decision of the committee will be final.

Cancellation and Tuition Refund Policy

A. Three-Business-Day Cancellation:

If a student requests a refund within three business days after signing an enrollment agreement and making an initial payment, all monies paid will be refunded.

B. Cancellation before Commencement of Classes:

If tuition or fees are collected in advance and the student does not begin classes, the institution will retain a registration fee of no more than \$100. Refunds will be made within 30 days of the start of the blocks. The breakdown of fees for calculation purposes is as follows:

| ITEMS | COST |
|---------------------|--------|
| Tuition | \$3000 |
| Registration | \$100 |
| Books | \$300 |
| Administrative Fees | \$400 |
| TOTAL | \$3800 |

C. Withdrawal after Commencement of Classes Refund Policy:

- (1) During the first week of the program, the institution shall refund at least 90% of the tuition, less the registration fee, thereafter;
- (2) During the next three weeks of the program, the institution shall refund at least 75% of the tuition, less the registration fee, thereafter;
- (3) During the first 25% of the program, the institution shall refund at least 55% of the tuition, less the registration fee, thereafter;
- (4) During the second 25% of the program, the institution shall refund at least 30% of the tuition, less the registration fee, thereafter;
- (5) During the third and fourth 25% of the program, the institution shall retain 100% of the stated course price. Percentages of course completion are to be computed on the basis of clock hour.

- Any unused portion of the book fee will be refunded.

Please note that refunds will be processed according to the above percentages and within the specified timeframes. The dollar amounts indicated represent the refundable portions of the tuition, with the registration fee being deducted from each refund.

Student Complaint and Grievance Process

Definitions

Student: As defined on page 9 of the Student Handbook and Catalog 2024-2025.

Support person: Any one person who a student chooses at their expense to bring to a complaint or grievance meeting, such as a parent, legal guardian, friend or teacher. The support person may only advise or consult with the student and is not permitted to participate or to speak on behalf of the student. The student will be required to have the support person complete a FERPA (Family Educational Rights and Privacy Act) release of information prior to any scheduled meeting.

Informal concern: An informal concern is a written submission of an informal concern or issue from a student. Informal concerns should be directed to the office responsible for the process or service about which the student has a concern. When students submit informal concerns, the academy may or may not take formal action or report back to the student submitting the informal concern.

Complaint: A written claim made by a student alleging improper, unfair or arbitrary treatment or action taken by an academy employee or student.

Grievance: If a student determines a complaint is not satisfactorily resolved and the complaint alleges improper, unfair or arbitrary action by an employee involving the application of a specific provision of an academy or system policy or procedure, a student may file what is considered a grievance.

Appeal of a grievance decision: A written request for reconsideration of a grievance decision under the Student Complaint and Grievance policy.

Business day: Business days do not include Saturday, Sunday, other days when the academy is closed and official breaks between blocks and summer session(s).

Procedure

Complaints & Informal Concerns

Students may bring any complaints forward within fifteen (15) business days of the first occurrence of the event giving rise to the complaint, or within fifteen (15) business days after the student, through the use of reasonable diligence, should have had knowledge of the first occurrence giving rise to the complaint.

1. Students are encouraged to use available informal means to resolve concerns before filing a complaint.
2. Students shall use the [Student Complaint and Grievance Form](#) to submit their complaint or grievance completing all the information requested. The form is available on the academy's website or by contacting the administration office.
3. The Program Coordinator shall contact the student to discuss the complaint within ten (10) business days of the complaint submission. Where appropriate the complaint will be referred to the Dean of Medical Education overseeing any process or procedures about which the student has complained about review and follow up.

The Program Coordinator will inform the student of, and document in the complaint database, a reasonable date by which the student will receive a written response. If the complaint results in a meeting to discuss the complaint, the student may have a support person in attendance for any such discussion.

Grievances

Step-by-Step for Filing a Grievance Complaint:

1. Determine Unsatisfactory Resolution: If a student determines that a complaint has not been satisfactorily resolved and alleges improper, unfair, or arbitrary action by an employee of the academy regarding the application of a specific provision of academy or system policy or procedure, they may proceed to file a grievance. Note: For cases where a review process is already outlined in policy (e.g., student code of conduct, title IX complaints), the student must follow the written policy.

2. File the Grievance: Complete the Student Complaint and Grievance form within ten (10) business days of receiving the written response to the complaint (as mentioned in Part 3). The grievance form should include the following information:

- a. Reason for the grievance.
- b. Factual summary of the grievance.
- c. Specific policy or procedure application that is of concern.
- d. Requested remedy.

3. Referral to Dean of Medical Education: The grievance will be referred to the Dean of Education of the employee responsible for the process or procedures mentioned in the student's complaint. The Dean of Medical Education will review the grievance and initiate appropriate follow-up actions.

4. Response and Timeline: The Program Coordinator will inform the student of a reasonable date by which they will receive a written response from the Dean of Medical Education. This response will address the grievance and its resolution. If a meeting is required to discuss the allegations, the student may have a support person present during the discussion.

Note: The specific details and processes of the grievance resolution may vary depending on the academy's policies and procedures. Students are advised to refer to the relevant policy documents for additional information and guidance throughout the grievance process.

Appeal of a Grievance Decision

If the initial grievance remains unresolved, students have the option to pursue further action through an appeal process. To initiate an appeal, students should follow the steps outlined below within ten (10) business days of receiving the written response mentioned in Part 2:

1. **Written Appeal Submission:** Submit a written appeal to the Dean of Health Professions. The appeal must be in written format and include the grounds for the appeal.
2. **Dean's Decision:** The Dean of Health Professions will carefully review the appeal and make a final and binding decision regarding the grievance. The decision rendered by the Dean of Health Professions concludes the appeal process.

It is important to note that if the student still finds the resolution unsatisfactory, they may explore alternative avenues outside of the institution. In such cases, the student can address their complaints to the Louisiana Board of Regents, Proprietary Schools Sections, located at P.O. Box 3677, Baton Rouge, LA 70821-3677, or contact them by phone at 225-342-7084. This course of action should only be pursued after all attempts to resolve the matter directly with the school have been exhausted, including the filing of a written and signed complaint with school officials.

Timeframe

If a complaint or grievance is not presented within the specified time limits, it will be considered waived by the student. If a complaint or grievance is not appealed to the next step within the established time limits, it will be considered settled on the basis of the last decision. If, after submission of the complaint and grievance form at any step, an academy employee does not respond to the complaint or grievance within the specified time limits, the student may treat the complaint or grievance as denied at that step and may appeal the complaint or grievance to the next step. The time limits for any step may be extended by mutual written agreement of the student and the appropriate academy employee.

Retaliation

Retaliation against a student for participating or not participating in a complaint or grievance is prohibited.

Summary Student Complaint and Grievance Process

1. **Submission of Complaint:** Students submit their complaints using the online Student Complaint and Grievance form, accessible through the academy website.

2. **Complaint Review:** The Program Coordinator receives an email notification of the submitted form and proceeds to review the complaint.
3. **Program Coordinator Involvement:** The Program Coordinator acts as the primary point of contact for the student. They thoroughly examine the details of the incident mentioned in the complaint and may reach out to other individuals involved to gather additional information and verify facts.
4. **Communication of Decision:** The Program Coordinator communicates the decision regarding the complaint or grievance to the student. They also inform the student about any available appeal or grievance processes and provide information on supportive resources that can assist the student.
5. **Informal Concerns:** If the submission is an informal concern, no formal response is required. However, administrators are encouraged to take appropriate action and provide feedback to the student, including any actions taken, while expressing gratitude for sharing the informal concern.
7. **Database Updates:** The Program Coordinator updates the student complaint and grievance case in the academy's database to maintain accurate records.
8. **Review by Academic Deans:** On a semi-annual basis, the academic deans review the data related to complaints and grievances. This review aims to identify any trends or opportunities for continuous improvement in the complaint handling process.

Please note that the specific procedures and guidelines for the Student Complaint and Grievance Process may vary and should be referred to in the official academy documentation for precise and comprehensive information.

Unimed Academy Statements

Disability Statement:

Unimed Academy complies with the Americans with Disabilities Act of 1990, Title VI and VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination in Employment Act of 1967. Inquiries or complaints may be addressed to the Dean of the Academy. Section 504 of the Rehabilitation Act of 1973 as amended states, in part under section 7(20), that —no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under any program or activity that receives Federal financial assistance. Reasonable accommodations will be made for qualified students with disabilities unless they impose an undue hardship on the Academy. An accommodation request can be made by completing the Reasonable Accommodation Form and submitting it to the administrative office. Requests for reasonable accommodation must be made a minimum of thirty (30) calendar days prior to the first day the service is needed.

Student Responsibility Statement:

It is the student's responsibility to engage in professional and ethical behavior and to know the requirements to complete his or her program including—but not limited to—required courses, prerequisites courses, policies, procedures, payment and payment arrangements, awarding of financial assistance, and catalog and handbook requirements. Unimed Academy faculty and staff will provide as much assistance as possible to help assure the students are able to complete their certification program efficiently and in a timely manner. However, it is ultimately the student who is responsible for earning the certification. All policies and procedures can be found in the student handbook/course catalog.

Essential Functions

In addition to the *Essential Functions* listed below, students are expected to provide proof of the following items while enrolled in the Medical Assistant program which may include, but are not limited to:

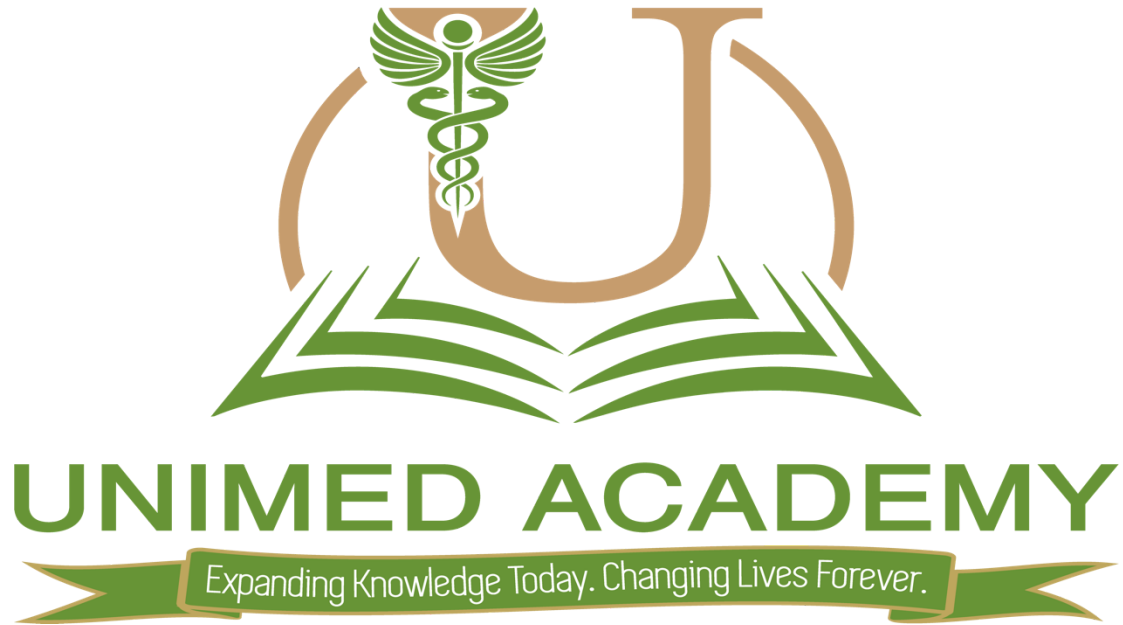
- annual flu shots;
- all required immunizations including Hepatitis B series;
- annual TB skin testing (Mantoux) or other documentation for positive tests per CDC guidelines; (<http://www.cdc.gov/tb/publications/factsheets/default.htm>)

| Functional Ability/Category | Representative Activity/Attribute | Examples |
|--------------------------------------|--|---|
| GROSS & FINE MOTOR SKILLS | Gross and fine motor abilities sufficient to respond promptly, manipulate equipment required in meeting patient's health needs and performing essential Clinical Medical Assistant skills. | Input data, calibrate and use equipment, manipulate small specimen collection, and position patients/clients. |
| PHYSICAL ENDURANCE | Major activities of this job include frequent movement from room to room (typically performed by walking), frequent stationary periods (typically in a standing position), and light physical effort performed on a level surface. | Take vitals, Perform EKG, Pulmonary function testing, venipuncture, capillary puncture, obtain specimen samples, perform first aid, perform CPR, Administer oral and parenteral medications |
| PHYSICAL STRENGTH | Major activities of this job include frequent walking, standing, and light physical effort performed on a level surface. Testing procedures require the Clinical Medical Assistant student to use a computer and telephone and employ writing and organizational skills. Manual dexterity, mobility and good vision that includes near acuity, depth perception and accommodation are physical requirements necessary for test performance and close technical work. | carrying, lifting, kneeling, bending, reaching, and squatting are involved in the medical office |
| MOBILITY | Physical abilities sufficient to move from room to room, to maneuver in small spaces, and to assist patients/clients in related activities. | Maneuver and move quickly around in exam rooms, workspaces, and treatment areas; administer CPR, and assist in ambulation/transfer and positioning. |
| HEARING | Sufficient auditory ability to detect verbal communication from patients/clients and members of the health team as well as responding to emergency signals. | Respond appropriately to monitor alarm, emergency signals, auscultatory sounds, cries for help, tape recorded transmissions, oral reports, and other auditory stimuli typically monitored through audition. |
| VISUAL | Sufficient visual ability to accurately prepare and perform tasks and observe patient responses. Perform, visual testing, urinalysis, phlebotomy, and many others in an office setting. | Observe and report patient/client responses. Observe and read equipment gauges and instrument printouts accurately and other activities that are typically accomplished through vision. Discern variations in color and |

| | | |
|---|---|--|
| | | intensity. |
| TACTILE | Tactile ability sufficient to perform typical patient care duties. | Able to prepare the patients for examination/procedures. Assist Healthcare Professional with examinations, palpate for veins with gloves on, and palpate pulses. |
| SMELL | Detect odor | Smoke, chemicals, gases, alcohol |
| EMOTIONAL STABILITY AND INTERPERSONAL SKILLS | Provide emotional support to patients while handling personal strong emotional responses, navigate for patients' well-being, adapt to changing environmental issues/stresses, monitor and focus attention on multiple things at once. | Abuse, neglect, death, aging, illness |

| | | |
|------------------------------|---|--|
| COMMUNICATION SKILLS | Communication abilities sufficient to interact to communicate needs promptly with others in oral and written form. | Follow written and oral directions. Enter and retrieve data. Be able to respond to verbal and nonverbal communication with the doctors and patients. Be impartial and show empathy when dealing with patients. |
| READING | Read and understand documents | Policies, protocols, prescriptions, orders |
| ARITHMETIC COMPETENCE | Demonstrate knowledge of basic math, define units of measurement in metric and household systems, convert among measurement systems, identify abbreviations and symbols used in medication dosages, analyze tables and graphs | Calculate dosages, differentiate between normal and abnormal test results, maintain lab results and flow sheets, document growth charts, reassure patients of test results |
| ANALYTICAL THINKING | Transfer knowledge from one situation to another, process information, problem solve, prioritize tasks, evaluate outcomes, and utilize both, long- and short-term memory. | Charting information, keeping track of information while performing tasks, documenting pertinent information in multiple places. |
| CRITICAL THINKING | Critical thinking ability sufficient for clinical judgment and professional behavior | Maintain confidentiality identify cause-effect relationships in clinical situations, display ability to concentrate, display ability to identify problems and report to appropriate supervisor, prioritize and flex with change, follow a process from start to finish, utilizing sequential established steps, and calculate appropriately, |

| | | |
|-----------------------------|--|---|
| | | dosages and measurements. |
| INTERPERSONAL SKILLS | Demonstrate positive interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of backgrounds | Establish rapport with patients'/clients' teachers, classmates, and coworkers from a variety of cultures and backgrounds. Be sensitive to the needs of others |



***Unimed Academy Medical Assistant Program
Handbook Signature Page***

I endorse and confirm my agreement with the Unimed Academy Medical Assistant Handbook by signing below. I acknowledge that I have read and comprehend its contents, and I am dedicated to showcasing the skills and capabilities outlined therein.

Signature

Date

Print Name

Date

