



# MEDICAL RESPONSE INSTITUTE

## STUDENT HANDBOOK



## MEDICAL ASSISTANT TRAINING AND PHLEBOTOMY TRAINING



AFFORDABLE  
CLASSES



SHORT TIME  
FRAME



PROFESSIONAL  
EDUCATION

[www.mediresponse.org](http://www.mediresponse.org)

(931) 240-0005

Location: 1155 S. College St.

Winchester, TN

# YOUR SUCCESS GROWS WITH



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# About Us



MRI was established to meet a real need in a real world. Most people don't have two years to get an associates degree. MRI packs 200 classroom hours into 10 weeks, learning at a high level of competency. Upon completion of school the students then are able to get 40 clinical hours. Students are then eligible to take their national exams as Certified Medical Assistants, Phlebotomy Technicians, Insurance and Billing Specialist and EKG Technicians. The Medical Assistant job will continue to be the number 1 fastest growing field in the medical industry per the US Dept of Labor. With a major push toward Vocational type skills it was very important that a educational opportunity be created that is Affordable, Shorter Time Frame and Professional. MRI has a proven track record in Middle Tennessee and even though we are a privately owned small school our students are making a major impact in the medical work force.

**MRI's MISSION** is to help an individual begin their journey into the Medical Industry with a high level of confidence and a greater desire to effect the people in their community.

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

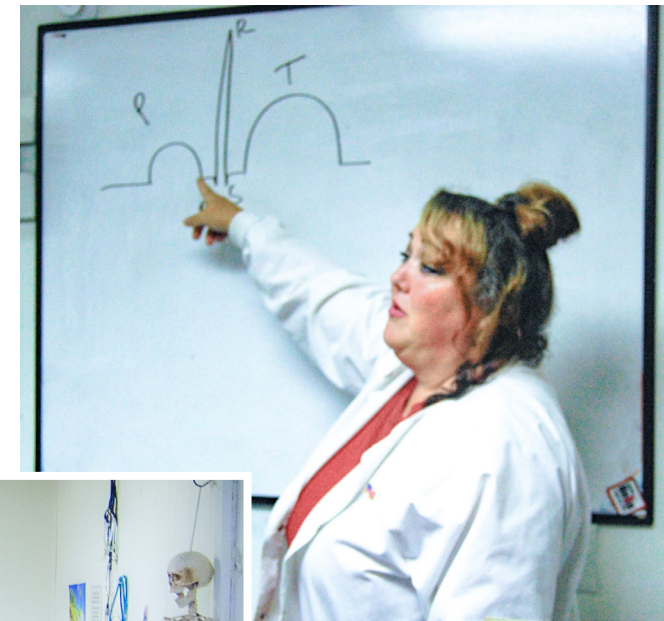
# Owner & Faculty

## Owner

James B. Miller

## Regional Director

Bonnie McCormick



## Vision

Our vision for Tennessee is to be able to provide an extremely high quality education at an extremely low cost. Education should not handicap a student financially. I know it is possible to accomplish that task by keeping overhead as low as possible. We invest our money in instructors and not a fancy structure. The purpose of the education is to assist the student in pursuing their career dreams.

A building looks nice but an instructor can make a difference in a life. MRI is so proud to be a part of that dream. Our system is proven and successful, thank you for trusting MRI with a part of your future.



# ACADEMIC CALENDAR



## PROGRAM DESCRIPTION

This program is designed to teach students the skills necessary for employment in the modern medical facility as a Medical Assistant. A qualified medical assistant is capable of performing a wide range of duties, with a variety of technical detail; thus helping the physician in many clinical and administrative situations. The ratio of students to instructors in both classroom and lab is 20:1.

Throughout the Medical Assistant Training Course, an individual will have approximately a total of 200 contact hours, including classroom, and laboratory time not including 40 clinical hours not required to take the National Certification Exams. The clinical and classroom aspect of the Medical Assistant Training includes patient care, communication, office administration, medical law and ethics. In the Phlebotomy Section of the Medical Assistant Training students are taught patient preparation, collection techniques, processing, and safety and compliance consideration. EKG monitoring and all aspects of it are covered. Importance is given to coding and billing; included in this area are anatomy and physiology, medical terminology, coding, insurance principles, claims processing and compliance, and ethics.

Upon successful completion of this course, students will receive a certificate of completion and will be eligible for National Certification in four areas.

|                    | CLASSES BEGIN | CLASSES END |
|--------------------|---------------|-------------|
| <b>WINTER 2019</b> | JANUARY 6     | MARCH 9     |
| <b>SPRING 2020</b> | MARCH 16      | MAY 18      |
| <b>SUMMER 2020</b> | JUNE 1        | AUGUST 3    |
| <b>FALL 2020</b>   | AUGUST 31     | NOVEMBER 6  |



# ENROLLMENT PROCEDURES

There is no pre-requisite class to take the Medical Assistant Training course. Students should be at least 18 years of age, and have a reliable way of transit to class. MRI participates in the THEC option for students that do not have a GED/equivalent or high school diploma by using a short entrance exam to determine reading capability. The program is relatively short in nature (2 months and 2 weeks) and fees are as follows:

|                        |         |
|------------------------|---------|
| Registration Fee ..... | \$200   |
| Tuition.....           | \$2000  |
| Testing Fees.....      | \$150   |
| BOOK rental.....       | \$20    |
| Cap & Gown.....        | \$30    |
| <hr/>                  |         |
| Total Cost to Student  | \$2,400 |

The \$150 testing fee is paid to NCCT by students that complete the course and choose to take NCCT national certification exams. The completion of our MA program is required by NCCT before students are eligible to take their exams. Each student has an option to take the exams or not to take them. Our instructor will assist each student in getting registered with NCCT and setting up their exam dates. MRI is a national test site, therefore students do not have to travel in order to take their national exams.

Registration Fee is non-refundable. Tuition Refunds are state regulated and refunded at the percentages regulated by the THEC.

# ADMISSION PROCEDURES/ REQUIREMENTS

Enrollees must take and pass a general exam (THEC approved) to take the Medical Assistant Training course. Students should be at least 18 years of age, and have a reliable way of transit to class. GED or equivalent is required by NCCT in order to take the national exam. Students must have a prior grade point average of 2.5 or 75% to enroll in MRI. Students will be preparing to become Medical Assistants. MRI accepts cash, checks, money orders, cashier checks and credit cards. The method used for collecting delinquent tuition at MRI is very fair and consistent for all students. If a student does not have all tuition paid in full by the end of class they can may be transferred to the next class at no cost to the student. Diploma will be released immediately upon full payment of account.



## RECRUITING POLICIES

Recruiting for the Medical Assistant Training program is primarily done through local papers, website, and word of mouth. There are no pre-requisites prior to taking any course at MRI. MRI does not discriminate on the basis of sex, race, ethnic origin, or religion. MRI is not fully equipped at this time for many special needs. Please see Grading Policy and Facility There are not any conditions or relevant state requirements that may adversely impact the students ability to benefit from training or certification testing.

## CERTIFICATION EXAM

MRI is a completion course, upon completion of the course each student receives a diploma from Medical Response Institute. Completion of this course qualifies each student to take national certification exams with the NCCT.

**MRI is a national test site.**

## STUDENTS' RIGHTS

Students have the right to inspect and review information in their education records. They may request a correction to their record. To file a complaint: Contact U.S. Department of Education Family Policy Compliance Office, 600 Independence Ave, SW, Washington, DC 20202.

# CLASS REQUIREMENTS

## UNIFORM POLICY

Uniforms are described here as scrubs. During class and clinical hours students will be required to wear scrubs. Students will provide their own uniforms. The uniform must be clean, neat, and pressed. Shoes must be closed toed and may not be made of a canvas material.

## HIPAA CONFIDENTIALITY STATEMENT

Students of Medical Response Institute at no time shall discuss a patient, the patient's health, or the patient's health-care outside of the clinical or classroom setting. At no time shall a patient, their family, or their healthcare be discussed in hallways, elevators, or public access areas.

## CLINICAL

Students are eligible for clinical hours upon completion of their MA program. Clinical hours are not required for the completion of the Medical Assistant Course. It is highly recommended that students take advantage of the clinical experience in order to provide them some live hands on opportunity to assist in seeking employment.

**There are no additional requirements such as immunizations, medical physical exams, background checks or drug test.**

## HAIR & NAILS

Hair must be worn up off of the neck and not cover the face or fall in the face during clinical hours. Fingernails must be neat, clean, and rounded not pointed. Nails must be short enough to prevent scratching patients when providing care. During clinical care no artificial nails, no overlay wraps (silk) and no chipped nail polish is allowed.

## CLINICAL & CLASSROOM

- \* Text Book "Kinns Medical Assistant 12th edition
- \* Watch with second hand
- \* Stethoscope
- \* Paper and Black ink pen - Clinical
- \* Paper and Pen - Classroom



# POLICIES & PROCEDURES

## GRADING/GRADUATION POLICY

The Medical Assistant Training is a Pass/Fail course based upon attendance, performance, and clinical/laboratory procedures. Medical Resource Institute hands out a Certificate of Completion upon completion of the course. National certifications are available to those who complete the course with an additional cost per exam, not paid to MRI but are paid to the Certification company. Students are required to complete fifty (50) live phlebotomy sticks prior to the certification exam. No exam will be given unless all phlebotomy requirements are met, all exam fees have been paid, and Medical Response Institute fees have been paid in full by the eighth week of class. For students with dyslexia, extra time is given during testing and notes may be given.

MRI prepares students (who are wanting to) for the certification testing throughout the course of the program. An 80% is needed on the National tests to become certified. National certification is not required in order to work in the medical assistant field.

## STUDENT CONDUCT POLICY

Student conduct during all aspects of the Medical Assistant Training course must remain professional at all times. Students will maintain a professional attitude and appearance in the classroom and in the clinical setting, anything other than professionalism will not be tolerated. Students face expulsion for unauthorized use/distribution of COPYRIGHTED MATERIALS. Students may face civil/criminal liabilities for unauthorized use/distribution of COPYRIGHTED MATERIALS.

## PLACEMENT ASSISTANCE POLICY

Medical Response provides graduating students job placement assistance by offering interview training, and classes on resume' writing. MRI does not guarantee employment.



## CANCELLATION AND REFUND POLICY

MRI has a fair and equitable refund policy which governs the repayment of a student as follows: MRI per THEC requires written or verbal notification of withdrawal by student in order to maintain proper records keeping by MRI for THEC. This notice is not required in order to provide proper refunds to student.

The following information will be documented and used to calculate refunds for each student that cancels, withdraws or is withdrawn from training. This documentation will be sufficient to demonstrate that refunds are timely and accurate.

1. Start Date
2. Last Date of Attendance
3. Date of Determination
4. Charges to the student
5. Total amount paid
6. Weeks earned and resulting percentage of program completed
7. Calculation of Refund

If the student never attends class for the period of enrollment for which he or she was charged; or the student withdraws, drops out, is expelled from MRI, or otherwise fails to complete the period of enrollment for which he or she was charged all refunds must be made within 45 days of the start of the 1st day of class or 45 days from initial registration. (or whichever is earliest)

If a student withdraws from MRI on or before the first day of classes or fails to begin classes, the refund shall equal the sum of all fees paid for the period of enrollment, less the non-refundable registration fee of \$200.

For an enrolled student, the refund due must be calculated using the last date of attendance and be paid within forty-five days from the documented date of determination. The DOD is the date the student gives written or verbal notice of withdrawal MRI or the date MRI terminates the student. In short, all refunds will be paid within 45 days of notification from student. The non-refundable registration fee of \$200 is maintained by MRI and is not in consideration used by the formal to calculate a refund for the student. If MRI discontinues class or terminates the program, all fees paid including Registration fees will be refunded.

In determining the number of weeks completed by a student in consideration for a refund. MRI considers one full week completed if the student attends one day.

If a student withdraws or is withdrawn from MRI during the first week of class, the Refund percentage will be 90% to the student, calculated on the length of the program being 10 weeks in length.

After the first week and up through the end of week 5 (50% of the ten week program) the refund is pro-rated at 10% per week

|   |                            |
|---|----------------------------|
| Ex. Number of weeks student completed       | 3 of 10 = 33.3%            |
|   | Pro rated 33.3% = \$666    |
|   | Administration fee = \$100 |
|   | Tuition = \$2000           |
|   | Admin - \$100              |
|   | Pro-rate -\$666            |
| Student refund after withdrawing at 3 weeks | \$1234                     |



## WITHDRAWAL PROCEDURES

Students that withdraw from the Medical Assistance Training course are encouraged to do so in writing, either by mail, or email; however, it is not required. If a refund is applicable it will be reimbursed as described under Refund Policies.

## FINANCIAL AID/ FINANCIAL ASSISTANCE

At this time MRI does not offer any financial assistance or receive state or federal funding.

## CAMPUS SECURITY POLICY

Medical Response Institute has a no security policy. Students are responsible for the safekeeping of their belongings. MRI recommends that all valuable items be left at home or stay with the student at all times.

## ATTENDANCE POLICY

### CONSECUTIVE & NON-CONSECUTIVE DAYS

Students taking the Medical Assistant Training course must be present for 90% of contact hours to receive a Certificate of Completion from the Institution. All absences will be counted against the total cumulative attendance. The Attendance Policy is stated as such that no student shall be absent for three consecutive days or five non-consecutive days. Three tardy days will add up to one absent day. Communicate with your instructor to avoid any problems. In the event of prior approval or an emergency the student will be given an opportunity to provide make up work. The student must provide makeup work within three classroom dates. Students with excused absences may get in touch with the instructor for class notes missed.

### LEAVE OF ABSENCE

A leave of absence (LOA) may be granted for emergency situations such as a serious illness, debilitating injury, or death in the immediate family. A student must submit a written request for a LOA in advance of the beginning date of the leave, unless unforeseen circumstances prevent. If a request is not submitted within a timely manner consistent with the attendance policy above, the student will be withdrawn. The LOA must be signed and dated with the reason clearly stated. LOA may be a maximum of half the program or 180 days, whichever is shorter. He/she may apply to complete the course with the next class in process.

## GRIEVANCE PROCEDURE

In the case of a grievance MRI must follow THEC guidelines. Students should start with the instructor. If a student is unsatisfied with the results from that conversation then their next step is to speak with the School Director. James B. Miller, in writing at 479 north partin circle, Coalmont, Tn.37313 or by email at jimbofur@yahoo.com, or by phone at 601-462-9438.

Finally if a Student is not satisfied with results from the instructor or Mr. Miller, they may contact the Division of Postsecondary School Authorization at PARKWAY TOWERS, SUITE 1900 NASHVILLE, TENNESSEE 37243-0830  
(615) 741-5293  
FAX: (615) 532-8845

When issues arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure and frequently requires the submission of a written complaint. In the event that a student has exercised the institution's formal student complaint procedure, and the problems or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) Complaints received by phone will be documented; however, the complainant will be requested to subsequently submit the complaint in writing.

2. The written complaint must contain the following information:

a) Name and location of the institution;

b) A detailed description of the alleged problem(s);

c) The approximate date(s) that the problem(s) occurred;

d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;

e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed.

f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity that will be respected by all parties involved. g) The status of the complainant with the institution (e.g. current student, former student, etc.).

3. In addition to the written complaint, copies of any relevant supporting documentation should be forwarded to all parties necessary to assist in addressing the issue. (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

4. SEND TO: ACCET CHAIR, COMPLAINT REVIEW COMMITTEE 1722 N Street, NW Washington, DC 20036 Telephone: (202) 955-1113 Email: complaints@accet.org Website: www.accet.org Note: Complainants will receive an acknowledgement of receipt within 15 days.



## SATISFACTION ACADEMIC PROGRESS POLICY

Students are evaluated during each payment period, the 4th and 8th weeks of class. The student must meet the cumulative 85% attendance and holding a 75% grade average. If a student fails achieve both the attendance and grade requirements he/she will receive a warning. If two warnings are issued, the student will be notified by certified mail that he/she is being administratively withdrawn for unsatisfactory academic progress.

Students may submit a written appeal of his/her dismissal within five calendar days of their receipt of the dismissal notice. The appeal must e accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory academic progress and evidence that changes have occurred to allow the student to now meet standards of satisfactory academic progress. Only extraordinary circumstances will be considered, such as death or severe illness in the immediate family. Before an appeal may be granted, a written academic plan will be provided to the student clearly identifying a viable plan for the student to successfully complete the program within the maximum timeframe allowed.

The School Director will assess all appeals, make all decisions, and send written notice of the decision within ten days of MRI's receipt of the appeal. The decision of the School Director is final. Students reinstated upon appeal are on a probationary status for the next evaluation period during which time they must meet the terms and conditions set out in the School Director's letter granting the appeal.

All programs must be completed within 15 weeks (1.5 times the normal program length.)





**COME VISIT US TODAY!**

Medical Response Institute is located at 1155 S college rd. Winchester, Tn. It consists of a classroom, a clinical/laboratory, and an office. There is approximately 1,700 square feet available for use.