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**About Our Institution**

* Mission Statement

At Guided Hands Academy we strive to provide aspiring healthcare workers with exceptional training that would afford our students the skills to perform confidently and efficiently at an entry-level position in a healthcare setting.

* Contact Information

Address: 706 Baldwin Dr, Albany, GA 31707

Office Phone: 229.496.1560

Office Cell: 229-500-0069

Fax: 229-496-1563

Email: gha.edu@guidedhandsacademy.org

Website: www.guidedhandsacademy.org

* Hours of Operation

Our office is currently open by appointment only. During your scheduled appointment time, students can complete admissions applications, pay tuition, submit documentation, and pick up any necessary books and supplies. We may be contacted Monday-Friday between the hours of 10 am-6 pm. Students may contact their instructor directly during their office hours for reasons concerning attendance, class work, grades, makeup work, or complaints with staff. The office will be closed, and classes will be canceled on weekends and all the following holidays if the holiday falls on a day of normal operation:

New Year’s Day

Martin Luther King Jr Day

Presidents Day

Easter Sunday

Easter Monday

Mother’s Day

Memorial Day

Father’s Day

Juneteenth

Fourth of July

Labor Day

Halloween

Veterans Day

Thanksgiving

Christmas Eve

Christmas

New Year’s Eve

* Description of Facility

We are in a schoolhouse located in a rural area just one mile away from fast food restaurants on Slappey Blvd and less than half a mile away from a beautiful lake on Dawson Rd. In our schoolhouse, we have one office space, two classrooms, 1 lab, and 1 bathroom.

*Guided Hands Academy is currently equipped with the following:*

Tables and chairs to teach 14 students

Break area equipped with full refrigerator, microwave, and complimentary snacks and beverages

Security system

Wi-Fi

Wheelchair accessibility

* Instructors

Valerie Gladden – RN, BSN, Owner, Director, Allied Health Instructor

Marquice Woodward – RN, ASN, Administrator, Allied Health Instructor

* Staff

Denishia Ware – Office Manager

* Accreditations

Guided Hands Academy is not currently an institution accredited by the Georgia Department of Education. This means credits gained at our institution are not transferable to other institutions.

**Admissions Information**

* Orientation

Orientation is required to be attended before the start of any course/program. Orientation normally occurs on the first day of any given course/program during the first hour. Students will be introduced to personnel and provided with information on policies, the function of courses/programs, opportunities to make up work, and externship. Students will be provided with class uniforms which are required to be worn during every class.

* Entrance Requirements

Students are required to provide a copy of their state ID or driver’s license, social security card, and either their high school diploma, GED, or transcript from the most recent school attended before they can begin any course/program.

**Program/Course of Study**

* Descriptions

***Medical Assistant***

This program will prepare students for employment in multiple positions in different types of medical offices. Students will learn to perform administrative and clinical duties essential for the proper functioning and maintenance of healthcare offices.

***Phlebotomy Technician***

Students will be taught how to collect blood samples accurately and effectively from patients which are used for laboratory testing.

* Scopes of Practice

***Medical Assistant***

Record patient information, and basic information about current and previous conditions. Arrange exam rooms and equipment. Obtain vital signs, administer nebulizer treatments, change wound dressings, take wound cultures, and remove sutures. Give injections by subcutaneous and intramuscular routes. Direct supervision is required in many instances.

***Phlebotomy Technician***

Responsible for drawing samples of blood and preparing them for testing. Common tasks and duties include explaining procedures to patients or comforting patients that might be nervous about needles.

* Sequences & Lengths

***Medical Assistant***(16 Week Program)Monday, Wednesday & Friday 6 pm-9 pm

***Phlebotomy Technician*** (5 Week Course) Tuesday & Thursday 6 pm-9 pm

***Phlebotomy Technician*** (2 Week Workshops Available Only When Classes Can Be Filled) Monday, Tuesday, Wednesday, Thursday & Friday 6 pm-9 pm

* Dates

***Medical Assistant***

TBA

***Phlebotomy Technician*** (5-Week Course)

TBA

***Phlebotomy Technician*** (2-Week Workshops Available Only When Classes Can Be Filled)

Call For Schedule

* Employment Opportunities

***Medical Assistant***

Chiropractic Offices

Emergency Departments

Ophthalmology Offices

Cardiology Offices

Dermatology Offices

Retirement Homes

Psychiatric & Behavioral Health

Medical Research Centers

***Phlebotomy Technician***

Hospitals

Clinics

Doctors' Offices

Nursing Homes

Private Home Care

Medical Labs

Blood Donation Centers

Research Institutes

Insurance Companies

* Clinical

***Phlebotomy Technician***

Students will be required to participate in clinical at the school during the progression of the course. During clinical students will learn how to perform venipunctures and capillary punctures. Before the completion of the course, students will be required to perform 30 successful venipunctures and 10 capillary punctures.

* Externships

***Medical Assistant***

Students are required to attend an externship after completing the 16 weeks of class. Students have the first responsibility to find an externship site, but the school will assist if needed. An externship must be completed for a student to receive their diploma of completion. A rubric will be provided to students to have all skills graded at the externship site. The minimum required externship hours are outlined within the total hours of the program under the Curriculum Outline section below.

***Phlebotomy Technician***

Students have the choice to attend an externship after completing this course. Students who choose to attend an externship have the first responsibility to find an externship site, the school will assist if needed.

* Curriculum Outlines

***Medical Assistant 192 Contact Hours***

* Health Care Systems and Settings  6 Contact Hours
* Medical Terminology 6 Contact Hours
* Basic Pharmacology 6 Contact Hours
* Nutrition 6 Contact Hours
* Psychology 6 Contact Hours
* Body Structures and Organ Systems 6 Contact Hours
* Pathophysiology and Disease Processes 6 Contact Hours
* Microbiology 6 Contact Hours
* General Patient Care 6 Contact Hours
* Infection Control 3 Contact Hours
* Testing and Laboratory Procedures 6 Contact Hours
* Midterm 3 Contact Hours
* Phlebotomy 30 Contact Hours
* EKG and Cardiovascular Testing 12 Contact Hours
* Patient Care Coordination and Education 6 Contact Hours
* Administrative Assisting 12 Contact Hours
* Communication and Customer Service 6 Contact Hours
* Medical Law and Ethics 3 Contact Hours
* Final 9 Contact Hours
* Externship 48 Contact Hours

***Phlebotomy Technician 45 Contact Hours***

* Intro to Phlebotomy 1.5 Contact Hours
* Vital Signs, Blood Cells, and Blood Vessels 1.5 Contact Hours
* Venipuncture, Capillary Puncture, and Arterial Puncture 3 Contact Hours
* Equipment, Order of Draw, Specimen Transport, and Procedural Complications 3 Contact Hours
* Bleeding Time/Platelet Function, Blood Alcohol Testing, Blood Donation Testing,

Forensic Testing, Glucose Testing, Therapeutic Phlebotomy, Timed Specimen, 3 Contact Hours

Toxicology

o Terminology Test 1 Contact Hour

o Midterm 1 Contact Hour

o Final Exam 1 Contact Hour

o Clinical 30 Contact Hours

* Equipment Lists

***Medical Assistant***

1 large biohazard sharps container

1 microwave

1 pulse ox

1 refrigerator

1 temporal thermometer

2 42-inch TV

2 50 tube holders

2 blood draw practice arms

2 blood glucose meters

2 centrifuges

2 containers of chem

2 hospital beds

2 sinks

3 medium biohazard sharps containers

3 ml syringes of assorted lengths and sizes

3 Thermometers

3 vein finders

4 100 tube holders

4 blood glucose meters with strips and controls

6 small sharps containers

10 strips for urinalysis

10 throat swabs for demo

20 hemoccult tests

50 PPE gowns

50 specimen cups

100 21-gauge safety lancets

100 Tuberculin needles

100 Urine specimen cups

100 Unit syringes

200 21-gauge butterfly needles

200 22-gauge butterfly needles

200 21-gauge straight needles

200 22-gauge straight needles

200 biohazard bags

300 safety lances size 28g

500 masks for infection control

500 tourniquets

500 Vacutainers

1000 2 by 2 gauze

1000 alcohol wipes

1000 Band-Aids

1000 blood collection tubes in assorted colors

1000 blue pads for clean blood draw area

1000 gloves in assorted sizes

AED machine

Antibacterial wipes

Assessment arm for positive PPDs

Blood pressure cuffs (large, extra-large)

EKG machine and connectors

Hand sanitizer for up to 14 students

Phlebotomy trays for up 14 students

Practice medication pass/fill

Practice TX prescriptions

Saline syringe vials

Tuberculin vials

Space, tables, and chairs for up to 14 students

***Phlebotomy Technician***

1 large biohazard sharps container

1 microwave

1 refrigerator

2 42-inch TV

2 50 tube holders

2 blood draw practice arms

2 sinks

3 medium biohazard sharps containers

3 ml syringes of assorted lengths and sizes

3 vein finders

6 small sharps containers

100 21-gauge safety lancets

200 21-gauge butterfly needles

200 22-gauge butterfly needles

200 21-gauge straight needles

200 22-gauge straight needles

200 biohazard bags

300 safety lances size 28g

500 masks for infection control

500 tourniquets

500 Vacutainers

1000 2 by 2 gauze

1000 alcohol wipes

1000 Band-Aids

1000 blood collection tubes in assorted colors

1000 blue pads for clean blood draw area

1000 gloves in assorted sizes

Antibacterial wipes

Hand sanitizer for up to 14 students

Phlebotomy trays for up 14 students

Space, tables, and chairs for up to 14 students

**Financial Information**

* Tuition & Breakdown

***Medical Assistant:***

Tuition - $1,010

Supplies - $40

Books - $100

Class Uniform - $30

Student Insurance - $20

**$1,200**

*ADDITIONAL FEES*

Application Fee - $10 (Non-refundable)

***Phlebotomy Technician:***

Tuition - $720

Books/Supplies - $60

Class Uniform - $20

**$800**

*ADDITIONAL FEES*

Application Fee - $10 (Non-refundable)

* Payments

***Medical Assistant:***

A non-refundable application fee of $10 is required to submit an Admissions Application. A deposit of $300 is required to be paid by the first day of class for students to start the program. In the event we receive more applications than we have space for in our class, deposits must be received on a first-come first-serve basis. The balance of $900 will be split into two payments of $450.

***Phlebotomy Technician:***

A non-refundable application fee of $10 is required to submit an Admissions Application. A deposit of $400 is required to be paid by the first day of class for students to start the course. In the event we receive more applications than we have space for in our class, deposits will need to be received on a first-come first-serve basis. The balance of $400 is due at the midway point of this 5-week course which is mid-3rd week of the course.

* Certifications (NOT INCLUDED IN TUITION COSTS)

MedCa - $139

NHA - $160

* Financial Aid Services

Because our institution is unaccredited financial aid cannot be offered.

**Academic Information**

* Grading Policy

A – 90-100

B – 80-89

C – 70-79

D – 60-69 (remediation required)

F – 59-below (remediation required)

Drills – 10% of the grade

Tests – 90% of the grade

* Standard of Satisfactory Academic Progress

Students must be able to maintain a 70 or above grade point average throughout each course/program & upon completion.

* Grades/Transcript Policy

Students will be given a grade tracker during orientation to record all grades given during their course/program. There is a $5 fee required for students to receive official transcripts or to have their transcripts mailed to a facility. Unofficial transcripts will be provided upon request at no charge.

* Attendance Policy

Most of the classes offered at Guided Hands Academy are short in duration therefore attendance and punctuality are imperative to the successful completion of each course/program.

For the two-week workshop, students will only be allowed to miss (1) day of class.

For five-week courses, students will be allowed to miss (2) days of class.

For the sixteen-week program, students will only be allowed to miss (6) days of class.

Students must notify the instructor before the scheduled class when there will be an absence.

Students will be required to complete an externship for the Medical Assistant program. It is recommended that no externship days be missed.

Students will be given a grace period of (10) minutes before any tardiness is added to their attendance record.

There are only (2) tardy days allowed for the 2-week workshop.

There are only (4) tardy days allowed for 5-week courses.

There are only (8) tardy days allowed for the 16-week program.

No late days are recommended for the Medical Assistant externship.

Students who are tardy beyond the number of allowed days will be required to meet with the instructor to discuss lateness. A plan of action will be put into place by the instructor and student on an individual basis.

* Make-Up Work

If a student makes a less than satisfactory grade on a quiz or test, they are required to attend a remediation session. Students will be given the opportunity for remediation 30 minutes before class starts or up to 1 hour after class ends. Students must inform the instructor of the day and time that they plan to attend the class for remediation. Students will be allowed one make-up for unsatisfactory grades on a quiz or test after attending the required remediation. The second grade received will be averaged with the first unsatisfactory grade to determine the total score. Students will not be allowed to make up unsatisfactory grades on final exams.

* Academic Probation

Students will be placed on academic probation upon (3) unsatisfactory test grades. Students on academic probation will be required to attend every available remediation session and provide a written schedule of study hours and method of study. Instructors are required to give students general study tips or revised plans when the required schedule of study is turned in.

* Career Center

Students may attend a career-building skill during the course/program. Students will have a mock interview with an instructor. During the mock interview, the student will receive resume training. The instructor will discuss proper interview attire, standard interview questions, and customer service skills. The school cannot guarantee job placement for graduates

* Certification Policy

Students will be allowed to take the certification exam after all course/program requirements are met. Course/program requirements include receiving at least a 70 as an overall grade and payment of the certification exam fee. Students attending the Phlebotomy Technician course are also required to complete 30 successful venipunctures and 10 successful capillary punctures. Sticks performed at home must be recorded and shown to the instructor during class hours. Students will not be allowed to take their certification exam if puncture records are not completed and turned in.

* Graduation Policy

Students will establish rights to graduation upon obtaining a satisfactory grade of at least 70%, completing all required sticks for the Phlebotomy Technician course before the course has been completed, completing all externship hours for the Medical Assistant program, and fulfilling all financial obligations. Graduation is sometimes scheduled before scheduled certification exams. In such cases, students will be allowed to attend graduation if they have not yet taken their certification exam. Students will be responsible for cap and gown fees which will be determined and provided when graduation plans are made.

* Learning Resources

***Medical Assistant:***

**NHA (National Healthcareer Association)**

**Medical Assistant (CCMA) Certification Study Guide 2.0,** 2017 Edition

***Phlebotomy Technician:***

**MedCA Phlebotomy Technician Study Guide**, 2018 edition

**MedCA Medical Terminology Study Guide**, 2018 edition

“Medical Abbreviations and Symbols,” pp. 16-35

**MedCA Career Start-Up Guide**

* Importance of Certification
* Resume Writing
* Interview Tips
* Allied Health Care Job Boards
* Professional Associations and Other Allied Health Care Resources

**Student Information**

* Conduct Policy

Students are required to conduct themselves professionally in class, on Guided Hands Academy premises, during clinical; or at any time representing Guided Hands Academy. Professionalism is defined as the conduct, behavior, and attitude of someone in a work or business environment. Including but notlimited to attire, language, and actions. Students will be provided with a uniform which is required to be worn to every class.

* Disciplinary/Dismissal Policy

Students are subject to dismissal when:

* The conduct policy is not adhered to
* Cheating
* The student cannot complete the course/program due to excessive absence and/or tardiness
* Class uniforms are not worn. Students will be immediately dismissed from class to put on their uniform or the student will have to attend the next class

Students will be contacted and given a written explanation for the dismissal.

* Readmission Policy

Students who have been dismissed may be considered for readmission upon submitting a written letter of reform indicating a plan of improvement. If a student is permitted to re-enroll, they will be required to submit a new Admissions Application and repay tuition and fees.

Students that have opted to withdraw from the course/program will have the opportunity to attend one of the next (3) scheduled classes upon providing a valid reason for the withdrawal. Students who withdraw will need to submit a new Admissions Application and repay tuition and fees if:

* A valid reason for withdrawal cannot be provided
* Returning after one of the next 3 scheduled classes
* Cancellation/Refund Policy

Tuition, if applicable, will be refunded at a prorated amount, based on the percentage of the paid segment (i.e., module, semester, or total program) completed, should the student withdraw before 50% completion of the program. Students will receive a refund of all tuition and fees paid, minus non-refundable fees for application, books, supplies, and class uniforms, should a cancellation request be made within 72 hours of completing the enrollment agreement.

Process for Requesting Refund

• Verbal notice to the Office Manager

• Written request for refund along with the underlying reason for withdrawal

• Eligible refunds will be paid by mail in the form of a money order

**Expect up to (45) business days to receive your refund.**

If cancellation or changes of a course (time, location, or instructor) are made in such a way that a student who has started the course is unable to continue, Guided Hands Academy will first decide, promptly, to accommodate the needs of each student enrolled in the course. If alternative arrangements determined by GNPEC to be equitable to both the institution and the student are not possible, a full refund of tuition and fees will be issued.

* Complaint/Grievance Procedure

If students should have any complaints/grievances with an instructor or staff member, they are encouraged to seek counsel from a member of the Guided Hands Academy personnel who is not the person with which the complaint/grievance is. If assistance cannot be provided to resolve the complaint/grievance, students may visit the Guided Hands Academy website, [www.guidedhandsacademy.org](file:///C:\Users\dware\Downloads\www.guidedhandsacademy.org), to complete and submit a complaint/grievance form. If students would like to be contacted regarding a complaint/grievance, please be sure to complete the student information portion of the complaint/grievance form. Students reserve the right to remain anonymous by skipping the student information portion of the complaint/grievance form. Please allow (3) business days to be contacted regarding your complaint/grievance. Students who submit an anonymous complaint/grievance form should allow (3) business days for the issue to be resolved.

**If a solution is not provided the student may reach out to the GNPEC to file a complaint:**

2082 East Exchange Place

Suite 220

TUCKER, GA 30084

(770) 414-3300

<https://gnpec.georgia.gov/student-resources/student-complaints>