

MEDICAL OFFICE TECHNOLOGY

POLICY MANUAL

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PHILOSOPHY

The Medical Office Technology Program at the Roane-Jackson Technical Center has a philosophy that students are viewed as finite beings with varying capacities to function in society. Individuals define their own system of daily living based on their values, motives, and lifestyles. They have a right to make up their own mind as to their career path. The Roane- Jackson Technical Center provides the educational opportunities for students to get the training needed to be successful in the job market.

GENERAL INFORMATION

CLASS DAYS AND HOURS:

Roane-Jackson Technical Center's Medical Office Technology is divided into two semesters of eighteen weeks per semester including school holidays and vacations. Class hours are 8:30 a.m. until 2:50 p.m. Monday through Friday. On-the-job training hours will vary depending on the hours of the businesses. The ending date of the school year may be altered due to addition of days for inclement weather.

THEORY INSTRUCTION:

- Office Management
- Medical Office Management
- Medical Coding and Health Insurance Billing
- Principles of Accounting
- Business Communications
- Medical Terminology
- Medical Office Software
- Computer Applications I
- Computer Applications II

METHODS OF INSTRUCTION:

Team Teaching
Group Activities
Lecture
Discussion
Audio-Visual
Student Reports and Projects
Role Playing
Research Papers
Computer Applications and Testing
Guest Speakers
Field Trips

LEADERSHIP

OPPORTUNITIES: Phi Beta Lambda
Student Council

FACULTY AND FACILITIES

SCHOOL FACILITIES:

Roane-Jackson Technical Center
4800 Spencer Road
Leroy, WV 25252
(304) 372-7335

FACULTY:

Lea Ann Puckett
(304) 372-7335 Ext. 13
leaannpuckett@gmail.com

ON- THE-JOB TRAINING SITES:

Training sites will be revealed closer to the time of placement. The training sites will be contacted by the instructor during the second semester. After the training site agrees to work with the students, the site will be recommended to the Administrative Council for approval. A certificate of liability will be available to any business who wishes to have a copy. Each student will have an opportunity to be placed at a training site if they are prepared to go to work. The student shall not contact businesses and place themselves.

SCHOOL WEBSITE:

Roane-JacksonTechnicalCenter.com

CRITERIA FOR ADMISSION

Criteria for Medical Office Technology students at the Roane-Jackson Technical Center are:

1. Must possess a high school diploma or GED.
2. Must complete a FAFSA form (PELL) for financial aid.

The opportunity to prepare for the Medical Office Technology Program shall be available to any person, who meets the admissions criteria, regardless of age, gender, race, color, religion, creed, disability, veteran’s status, sexual orientation, and national origin.

GRADING POLICIES

GRADING SCALE:

93-100	A
92-85	B
84-77	C
76-70	D
Below 70	F

Students may be graded on items such as tests (announced and unannounced), quizzes, projects, assignments, reports, etc.

ON-THE-JOB TRAINING EVALUATION:

The students will be evaluated by their employer and instructor. The students will also complete a self-evaluation.

CHEATING:

Cheating will not be tolerated. Anyone caught cheating or providing answers to other students will receive a zero (0) for his or her work.

CLASS ATTENDANCE

Daily class attendance is mandatory. Because there is a definite correlation between high absenteeism and failure, students are expected to be in class every day. It is the policy of Roane-Jackson Technical Center that a student cannot miss more than 15 days to be considered a program completer. If a student arrives late or leaves early, the time missed will be deducted from the student's certificate hours. Students will be marked tardy if they arrive 15 minutes late. An accumulation of four tardies will equal one hour absent from class.

It is the responsibility of the **student to personally call the instructor** 30 minutes prior to the beginning of a scheduled class. If the instructor is not available, please leave a message at Extension 13.

Each student will punch in and out daily.

It remains the student's responsibility to contact the instructor for any missed assignments. **Make up tests and assignments are the responsibility of the students. Tests must be made up within a reasonable amount of time.** Any test or assignment not made up within a reasonable amount of time will result in a zero (0) unless the student has made other arrangements with the instructor.

Excessive absenteeism **MUST** be regarded as detrimental to the student's successful completion of the program. Excessive absenteeism will be reported to the Assistant Director. This excessive absenteeism may affect financial aid.

When prospective employers contact the school for references, the first question they ask is "How many days did he/she miss?" Remember a reference can make the difference between whether or not you are employed.

LEAVE OF ABSENCE:

Although highly discouraged, a leave of absence may be granted for justifiable reasons on an individual basis. This may result in the student reentering the program the following year.

COURT APPEARANCES:

Court appearances will be excused if a subpoena has been presented in advance.

SNOW DAYS/SCHOOL CANCELLATIONS:

In the event of school closings due to inclement weather, this program will observe the same closing policy as the Technical Center. If Jackson and Roane County School Systems are closed, the Roane-Jackson Technical Center will also be closed. Please follow the same rules if a two hour delay occurs. As long as one county is in session, the Roane-Jackson Technical Center is in session. Consult internet, local radio, and television stations for up to date information on school closings.

Out of school assignments may be given at the beginning of winter to be completed on days off. Snow days will be required to be made up.

STUDENT SERVICES

VOLUNTARY WITHDRAWAL:

Any student who wishes to withdraw from the program must notify the Assistant Director and instructor in writing with a request stating the reason. Students must complete and give the exit survey to the Assistant Director.

STUDENT RECORDS AND TRANSCRIPTS:

To insure the confidentiality of student records, no records will be forwarded from the school without a signed release slip from the student.

There is a \$5.00 charge for each transcript.

COUNSELING AND GUIDANCE:

The instructor is available for counseling regarding matters pertaining to scholastic and job opportunities. Our instructors are not trained counselors and do not qualify for counseling of a more personal nature. An Assistant Director is available for vocational guidance.

CAMPUS INFORMATION

TELEPHONES:

The office telephone is for business use only and is not intended for student use. Only in case of emergency or in a matter of school business will students be permitted to use the office telephone. Such emergency telephoning will be done with permission from the instructor. Students will not be called out of class for phone calls unless it is an emergency. Any long distance calls must be made with their personal cell phones.

CELL PHONES:

Cell phones must be silenced and out of sight during class and on-the-job training. Students are not allowed to be texting during class time. The instructor reserves the right to confiscate the cell phone until the end of the day. Cell phones may be used during lunch and breaks.

MEALS:

Lunch time is scheduled from 11:20-12:00 on class days. Students should plan to bring their own lunch to the Roane-Jackson Technical Center. A refrigerator and microwave are available in the classroom for student use.

Students are prohibited from being in the lobby at any time including lunch, breaks and before school. Seating needs to be available for school business.

Snacking is allowed during class as long as the room is kept neat. Drinks and snacks are not allowed around the computers.

TRANSPORTATION:

In all cases the student shall be responsible for providing his/her own transportation to the Roane-Jackson Technical Center, all on-the-job training areas and wherever else assignments might be made. It is wise to have back up transportation at all times. Carpooling is strongly encouraged. Parking permits must be purchased from the secretary in the lobby. The cost of a parking permit is \$2.

The first bay in the Roane-Jackson Technical Center parking lot is reserved for faculty and visitors. All students must park in the second and third bay.

Students parking at the Center and in all areas of on-the-job training assignment shall be at the student's own risk. The Center or any affiliating agency is not responsible for any personal or property damage incurred in any case.

VISITORS:

Visitors are asked to register at the front desk upon arrival. Students are NOT to bring their children to class.

APPEARANCE OF BUILDING AND GROUNDS:

Visitors will judge a school largely by its physical appearance, its air of business-like efficiency and friendliness of the student body and faculty. Each student is expected to keep his/her desk and locker neat, as well as do his/her share toward keeping the halls, restrooms, etc., in good order.

Classroom cleaning duties will be assigned on a rotating basis. All students will be required to participate. A weekly check list will be provided and is to be signed and turned into the instructor each Friday.

DRESS AND APPEARANCE IN THE CLASSROOM:

Rules and regulations concerning student dress in the classroom must relate to a specific educational purpose, such as health and/or safety.

School authorities may prohibit dress which clearly results in disrupting the classroom and the learning process, or which constitutes a hazard to the safety of the student.

If your clothing is too revealing, you will be asked to go home and change.

FIRE DRILL RULES:

1. The fire alarm bell will sound.
2. Students stop work immediately.
3. Students will leave room in single file and go to the designated exits.
4. Teachers will follow students, turning off lights and closing doors.
5. Pupils in the restrooms need to join the nearest line when exiting in making exit, if possible join your own group.
6. Return to the building and resume classes upon notification.

In the event of evacuating the building, follow the instructions of the teacher in charge.

PERSONAL HABITS AND CONDUCT

The concept of "professionalism" will be explored with you by the faculty. The basis of professionalism is behavior as ladies and gentlemen, characterized by quiet, calmness of manners, as well as a modulated voice and consideration of others.

You will be taught to conduct yourselves in a manner that inspires the confidence of your customers. As you will see, this is a matter of foremost importance.

Students are expected to:

- ✓ Be prompt, prepared, and dressed appropriately for class.
- ✓ Demonstrate alertness, no sleeping in class, etc.
- ✓ Participate in classroom learning ACTIVITIES.
- ✓ Avoid talking during classroom lectures and presentations.
- ✓ Demonstrate courtesy toward other students, faculty and OJT providers.
- ✓ MAINTAIN CONFIDENTIALITY - do not discuss details related to your work, patients, or co-workers in public. This also includes your friends and family members as well. Dismissal from the program will occur if confidentiality is breached. You may be held legally responsible for any confidentiality breach.

ALCOHOL:

The use of alcohol while in the school building or on-the-job training assignment will not be tolerated.

PROFANITY:

Use of profanity will not be tolerated in the school building or on-the-job training site.

SMOKING:

State Board of Education Policy 2422.5A the Tobacco Control Policy, which became effective January 1, 1992, prohibits the use of any tobacco product within any building or on any property owned or used by any County Board of Education or by the State Board of Education.

Adult students will **NOT** be excused during the morning and afternoon sessions to leave the campus in order to smoke. This practice causes problems with secondary students who are not permitted to do so and interferes with the instructional process. This policy does not differ from the policy followed by our employees.

Adult students who wish to smoke before school, at lunch time, and after school when secondary students are not present may do so by leaving campus.

SMOKING: The decision of whether to smoke or not is a personal matter, but remember that “cigarette smoking may be hazardous to your health.”

DO NOT let tobacco odor linger on and become a part of your clothing.

DO NOT turn written work in that has the odor of cigarette smoke. The teacher has the right to deny a grade if your work smells like smoke. Remember there are people who suffer from allergies.

CLEANLINESS:

Because medical office personnel must be in close contact with patients and must be neither physically offensive nor a source of contamination to patients, a daily bath or shower and use of an underarm deodorant are essential.

Moreover, cleanliness is related to one's self image. The employee who feels clean and attractive will generally convey an attractive image. The employee who has body odor, or obviously shows dirt cannot possibly maintain the maximum positive relationship with a customer or patient.

Please refrain from using “loud” perfumes, colognes, and hair sprays/products because many people suffer from allergies. Please be considerate of others.

REFUND POLICY: ROANE-JACKSON TECHNICAL CENTER
Effective July 1, 2000

1. Application, entrance exam and registration fees are non-refundable items.
2. Items charged to the student's account at the student's request, aside from charges for the course tuition and lab fees, are non-refundable.
3. Tuition is charged by "period of enrollment", with lab fees assessed for the course during the first period of enrollment, unless otherwise noted as a charge per period of enrollment. Periods of enrollment for Roane-Jackson Technical Center courses are as follows:

Medical Office Technology	1,080 hours
Licensed Practical Nursing	1,300 hours

4. Tuition and lab fees will be adjusted on a percentage basis, based upon the scheduled number of course hours in the period of enrollment between the students first day of class and last date of attendance as follows:

From class start to 30 hours of schedule class time, 10% of the tuition and lab fee will be charged

After 30 hours to 10% of enrollment, 50% of the tuition and lab fee will be charged

Over 10% of the period of enrollment, 100% of the tuition and lab fee are due

5. In the event there is a tuition and lab fee refund due from the school in excess of the school's liability to the Federal Pell Grant Program such a refund will be applied toward the satisfaction of the Student Federal Pell Grant liability before refunding directly to the student.

THE ROANE-JACKSON TECHNICAL CENTER
MEDICAL OFFICE TECHNOLOGY

Student Grievance Procedure

Section I - Purpose

The purpose of this procedure is to provide a way for the school system and students in the school system to reach solutions to problems or misunderstandings that may occur in relation to the requirements of Title IX of the 1972 education Amendments.

Section II - Definitions

(a) Grievance

Grievance shall mean a claim by a student of a violation, a misapplication, a disagreement, or a misinterpretation of policy regarding sex discrimination.

(b) Student

Student shall mean any person enrolled in and attending Roane-Jackson Technical Center.

(c) Days

Days shall refer to consecutive days of the week excluding Saturdays, Sundays, and holidays.

(d) Director

The Director of the school where the student is enrolled.

(e) Parties in Interest

Any persons involved in the processing of the grievance.

(f) Instructor

The Instructor of the Medical Office Technology Program.

Section III - Procedure

Since it is important that a grievance be processed as rapidly as possible, the number of days indicated at each level shall be considered as a maximum, and every effort should be made to expedite the process. The time limit specified may, however, be extended by mutual agreement of the student and the Instructor.

If a grievance is filed which might not be finally resolved under the time limits set forth herein prior to the end of the school year, and which left unresolved until the beginning of the following school year, could result in irreparable harm to a student, the time limit set forth herein will be reduced to the extent possible so that the grievance procedure may be concluded prior to the end of the school year, or as soon as is practicable.

No reprisals of any kind shall be taken by the Administrative Council or by any member of the administration against any student or any other participant in the grievance procedure by reason of such participation.

All decisions rendered at all levels of the Grievance Procedure shall be in writing setting forth the decision and the reasons therefore and shall be transmitted promptly to all parties in interest.

Forms for filing grievances, taking appeals, and any other necessary documents shall be made available from the Assistant Director's office to all students upon request so as to facilitate operations of the grievance procedure.

All meetings and hearings under this procedure shall be conducted in private and shall include only such parties in interest.

Grievances shall be processed in a manner which does not interfere with the student's work and the normal operation of the school.

In no case may a grievance be altered in content or wording once it is filed. Anything different from the original grievance would be a different case and can be accepted only as a different grievance.

Level One

A formal grievance must be lodged by the student with the student's Instructor in writing, on the prescribed form and signed by the student. Such grievance shall be lodged within ten days of the occurrence of the event upon which it is based. Any discussion with the Instructor concerning the grievance shall be:

by the student in his own behalf

by the student accompanied by a fellow student

Within ten days after the grievance is lodged, unless extended by mutual agreement of the Coordinator and the student, the Instructor shall state his/her decision in writing to the appropriate parties.

Level Two

Within five days of receiving the decision of the Instructor of the Medical Office Technology at the Roane-Jackson Technical Center, the student may appeal his/her decision to the Title IX Coordinator in writing on the prescribed form and signed by the student. The Title IX Coordinator may choose to:

review all written decisions and transcripts of previous meetings and issue a written decision within ten days to all parties,
or
conduct a hearing with all persons who participated at Level I and issue a written statement to all parties within ten days.

The time limit specified may, however, be extended by mutual agreement of the student and the Title IX Coordinator.

Level Three

Within five days of receiving the decision of the Title IX Coordinator at Level Two, the student may appeal his/her decision to the Director of the Roane-Jackson Technical Center in writing on the prescribed form and signed by the student. The Director may choose to:

review all written decisions and transcripts of previous meetings and issue a written decision within ten days to all parties,
or
conduct a hearing with all persons who participated at Level II and issue a written statement to all parties within ten days.

The time limit specified may, however, be extended by mutual agreement of the student and the Director.

Level Four

Within five days of receiving the decision of the Director, the student may appeal the decision on the prescribed form to the Administrative Council (in writing and signed by the student) through the Chairperson or Secretary of the Administrative Council at least five days prior to the next regular meeting.

The Administrative Council, within forty-five days, shall:

review all written decisions and transcripts of previous meetings and issue a written decision to all parties,

or

conduct a hearing itself with all persons who participated at Level III and issue a decision to all parties.

The time limit specified may, however, be extended by mutual agreement of the student and the Administrative Council.

Such decision by the Council shall be final except that appeals to the Office for Civil Rights, Department of Education, may be appropriate. Proper redress may be sought through the courts should the student so choose.

CREDIT TRANSFER POLICY

The Medical Office Technology Program does not accept credit from any other institution toward the program's certificate.

DISCRIMINATION POLICY

Roane-Jackson Technical Center does not discriminate on the basis of age, gender, race, color, religion, creed, disability, veteran's status, sexual orientation, and national origin in employment or in the administration of any of its education programs and activities. Inquiries may be directed to Ben Cummings, Title IX Coordinator or Todd Layhew, Section 504 Coordinator, Roane-Jackson Technical Center, 9450 Spencer Road, Leroy, WV 25252-7046 or to the Department of Education's Director of the Office for Civil Rights.

MISSION STATEMENT

Roane-Jackson Technical Center is dedicated to improving students' academic and workplace skills while preparing them for post-secondary education and/or the workplace in the 21st Century.

THE VISION OF ROANE-JACKSON TECHNICAL CENTER IS:

To broaden and enrich the secondary school curriculum by providing technical skills training needed in the work place and post-secondary education.

To provide students with the opportunity to learn basic occupational skills that will qualify them for entry-level employment.

To provide transitional services to enable the student to bridge the gap between public school and employment opportunities. On-the-job training will be available in many areas of occupational training.

To provide placement services for employment of graduating students.
To provide an opportunity for students to acquire post high school training.

To provide an opportunity for adults to continue their learning by expanding and updating their skills and knowledge.

STUDENT POLICY AGREEMENT

I have read and understand the "STUDENT POLICY MANUAL" of the Medical Office Technology Program at the Roane-Jackson Technical Center. I understand and agree to abide by said policy.

Signature

Date

MEDICAL OFFICE TECHNOLOGY STUDENTS AGREEMENT FORM

I, _____, Medical Office Technology Student, who is beginning Medical Office Technology, do understand and agree to the following: (Place initials on each line.)

- ___ 1. That during my experience in the classroom and on-the-job training areas, I will assume responsibility for my transportation to and from assigned areas. I will not expect special consideration of hours of work or school or days off in order to meet this problem. I will not make appointments on school or clinical time.
- ___ 2. I am obligated to notify the instructor if I am ill and unable to attend class.
- ___ 3. I cannot miss more than 15 days of school.
- ___ 4. Classes will be scheduled and attendance is required.
- ___ 5. A student who finds it necessary to leave the program will do so only after a conference with the instructor or the assistant director of the school, and complete an exit interview.
- ___ 6. A student who does withdraw is required to write a letter to the Instructor of the Program stating reason(s) for withdrawal.
- ___ 7. I fully understand and agree to the smoking policy as explained during the orientation process at the beginning of the program. Smoking must be off campus at lunch only and only in areas designated.
- ___ 8. Everyone will be responsible for maintaining a neat classroom/lab environment.
- ___ 9. All information about classmates, clients, facilities, or any personnel will remain confidential.
- ___ 10. I understand the use of profanity will not be tolerated.
- ___ 11. I understand I must conduct myself in a professional manner. This behavior is characterized by a quiet, calm demeanor with a soft voice. Most importantly, consideration of others is an essential expectation.
- ___ 12. I fully understand that the use of cell phones is strictly for emergencies only and could be confiscated if used inappropriately. I also understand that I am not to be texting during class time.
- ___ 13. I understand that I must dress in an appropriate manner.

I agree to conform to the expected performance criteria as outlined in the student handbook.

Student Signature

Date