



ATRIA

Medical Institute



CATALOG

50 Kelly Rd, Suite 300, McDonough, GA 30253 • 678-561-9449 • AtriaMedical.com

ATRIA MEDICAL INSTITUTE

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MESSAGE FROM THE EXECUTIVE DIRECTOR

Welcome Student,

We at Atria Medical Institute are happy to help you achieve your dream of becoming a Medical Assistant. Our campus is a growing campus to fit the needs of our students. Our facilities are newly renovated to provide students with classrooms to learn in, labs to grow your skills in and instructors ready and willing to help you advance through the program and into your career.

Atria Medical Institute offers a fast-paced program designed to promote the profession of Medical Assisting. We have listened and partnered with industry to ensure our students are getting the best education, designed with the student in mind. After all, that is where you want to go; a job in your chosen profession at a facility that cares about your growth as a Medical Assistant.

In the lab areas you will be able to put theory into practice with supplies and equipment you would use in a real medical office. Our goal is to have you ready to meet your career objective on Day 1 of your new job. Although we cannot guarantee you a job, we will assist you in finding a job.

Your new career is awaiting you! Let's get started.

Sincerley,

Diana Kendrick, RMA, AHI (AMT), RN

Executive Director

ABOUT ATRIA MEDICAL INSTITUTE

Atria Medical Institute offers a program of advanced courses that build in educational theory backed by hands-on real-world experience.

Atria Medical Institute is located at 50 Kelly Road, Ste 300, McDonough, GA 30253 conveniently located off I-75. We can be reached at 678-561-9449 or on our website at atriamedicalinstitute.com.

With approximately 1350 square feet of newly renovated space and growth potential, we see the institution growing to provide more Medical Assistants for the Georgia workforce. Lecture classes will be held in classrooms and lab areas. Our lab rooms mimic actual exam rooms with the up-to-date equipment and supplies found in most physician offices. Practicum will be the hands-on clinical in nearby physician's offices with knowledgeable preceptors working alongside the student.

Classes are small with a 1:10 lab student/Instructor ratio allowing better communication and personalized instruction. Classes are advanced and move at a brisk pace, but slow enough to allow for the fundamental knowledge and skills needed to become a productive member in the Healthcare industry.

MISSION

Meet the needs of the healthcare industry. Provide productive, employable, and dedicated individuals ready to meet the challenges in today's job market on Day 1. Develop the knowledge and dreams of the layperson interested in becoming a competent Medical Assistant. Provide hands-on real-world experience as the student advances from a novice to a critical leader in today's healthcare industry. Medical Assistants top the list of the fastest growing jobs through 2029 according to the Department of Labor.

HOURS OF OPERATION

Class/Lab	Monday - Thursday	8:00 a.m. to 5:00 p.m.
Practicum	1st three (3) Terms – every Friday	8:00 a.m. to 5:00 p.m.
Practicum	4th Term (6-week term)	40 hours/site schedule. <i>40-hour schedule each week to include some evenings and weekend hours.</i>

ACADEMIC CALENDAR

Cohort	Winter	Summer	Fall
Classes Begin	January	May	September

HOLIDAY SCHEDULE – School will be closed

New Year’s Eve	Labor Day
New Year’s Day	Thanksgiving Day
Memorial Day	Christmas Eve
Easter	Christmas Day
Independence Day	

FACILITIES

Atria Medical Institute is located at 50 Kelly Rd in McDonough, Georgia. The Medical Assisting program is found in Suite 300. Students will find classrooms large enough to learn in and labs with supplies and equipment that mimic industry. Atria Medical Institute will serve students from surrounding communities, Butts, Clayton, Henry, Rockdale, Fulton, Spalding, and Lamar.

ACCREDITATION

We will not have accreditation until we have at least two years under our belt. We look forward to listing our accreditation at that time.

PROGRAM OF STUDY & COURSE DESCRIPTIONS

Program

The Medical Assisting program prepares the individual for work in the healthcare field. Medical Assistants fill many roles—working in the back or front offices of physicians' offices, maintaining records, performing routine office and lab procedures, as well as office screenings, and assisting with examinations and treatments. The Medical Assistant Certificate Program also prepares the student to assist the physician in performing selected diagnostic tests. Graduates may find themselves working in medical centers or physicians' offices, insurance offices, urgent care, hospitals, specialty offices, imagining centers, in teaching roles or administrative jobs. Medical Assisting is a versatile profession. You can take yourself as high as you would like to go with perseverance and determination. The sky is the limit.

Students can complete a nationally recognized Medical Assisting Registry at the end of the program. A passing score on a national registry will earn the student their much sought-after credential as a certified Medical Assistant.

Curriculum

Medical Assisting courses build from term to term. All courses must be completed with a 70% passing score to graduate the Medical Assisting program. 1 term is equivalent of 4 to 6 weeks.

1st Term – Introduction to Medical Assisting, Terminology, Office Management, Insurance (4 weeks)

2nd Term – Non-Invasive Skills, Anatomy/Physiology/Diseases 1 (4 weeks)

3rd Term – Invasive Skills, Anatomy/Physiology/Diseases 2 (4 weeks)

4th Term – EMR and EMR practicum, Clinical Practicum (6 weeks)

*Every Friday of the first three terms, students will attend an 8-hour practicum, which will enhance classes to equal 40 hours per week.

CREDIT HOURS	CREDIT	CONTACT HOURS	TERM
Introduction to Medical Assisting	2	32	1
Terminology	2	32	1
Office Management	2	32	1
Insurance	2	32	1
Anatomy & Diseases 1	3	48	2
Anatomy & Diseases 2	3	48	3
Non-Invasive Skills	7	80	2
Invasive Skills	7	80	3
Practicum	19	336	1-4

Course Listings

MA121 – Introduction to Medical Assisting

Class hours; 24, Lab hours; 8, Credit hours; 2, Course length; 1 Term

This course introduces students to the field of Medical Assisting. The student will learn about Medical Assisting, healthcare team, medical environment, roles and responsibilities, work ethic, attributes, and communication as is relevant in today's medical field. Students must pass this course to continue in the program.

MA122 – Anatomy/Physiology/Diseases 1

Class hours; 48, Lab hours; 0, Credit hours; 3, Course length; 1 Term

This course prepares the student for the medical field introducing the student to

the structure, function, and organization of the human body, descriptive terms relating to the body, pathology and diseases affecting the following body systems: Nervous, Senses, Endocrine, Skeletal, Muscular, and Integumentary systems. Students must pass this course to continue in the program.

MA123 – Anatomy/Physiology/Diseases 2

Class hours; 48, Lab hours; 0, Credit hours; 3, Course length; 1 Term

This course prepares the student for the medical field. This course continues the study of the human body, and the pathology affecting the body systems: Respiratory, Digestive, Urinary, Reproductive, Cardiac, and Lymphatic systems. Students must pass this course to continue in the program.

MA124 – Office Management

Class hours; 24, Lab hours; 8, Credit hours; 2, Course length; 1 Term

This course prepares students for medical field objectives, introducing scope of practice, law and ethics for the medical assistant, office policies, basic front office procedures, job prep, practicum experience, and office management. Students must pass this course to continue in the program.

MA125 – Terminology

Class hours; 32, Lab hours; 0, Credit hours; 2, Course length; 1 Term

This course prepares students for medical field objectives. This course will introduce the student to the language of the medical field, directional terms, numerical terms, root words, prefixes, suffixes, and combination forms. Students must pass this course to continue in the program.

MA126 – Insurance

Class hours; 28, Lab hours; 4, Credit hours; 2, Course length; 1 Term

This course prepares students for correlation between procedures and diagnoses in the medical field. In this course students will be introduced to the theory of insurance as it relates to ordered procedures and the relationship with diagnoses. Students will learn basic rules of insurance, CPT codes, and ICD-10-CM codes. Students must pass this course to continue in the program.

MA127 – Non-invasive Skills

Class hours; 23, Lab hours; 57, Credit hours; 7, Course Length; 1 Term

The course prepares students to work in a physician's office, clinic, or urgent care. The course introduces the student to the various non-invasive skills relevant to the Medical Assistant field; Vital Signs, Triage, EKG, Visual Acuity, Audiometry, Ear and Eye Irrigation, Pulse Oximetry, Orthostatic Vital Signs, Spirometry, and Assisting with Surgery. Students will learn theory followed by hands on practice in a simulated office setting. Students will practice on manikins or each other as they hone their skills. Students must pass this course to continue in the program.

MA128 – Invasive Skills

Class hours; 23, Lab hours; 57, Credit hours; 7, Course Length; 1 Term

This course prepares students to work in a physician's office, clinic, or urgent care. The course introduces the student to the invasive skills used in the medical field by the Medical Assistant such as specimen collection, specimen processing, laboratory procedures, capillary puncture, venipuncture, and medication administration by various routes. Students will learn theory followed by hands on practice in a simulated office. Students will initially practice on manikins and then will be expected to perform skills on a live person prior to completion of course. The live person may be a fellow student. Students will be sticking each other with needles in this course during venipuncture and injections under instructor supervision. Students must pass this course to continue in the program.

MA129-A, B, C, D – PRACTICUM

Class hours; 0, Lab hours; 336, Credit hours; 19, Course Length; 4 Terms

This course (practicum) brings the student right inside the medical office. The course allows the student to apply learned theory and procedure as they interact with providers, office staff and patients in a real medical office setting. Students will learn basic electronic medical records and use this knowledge to apply it to the real medical world. Students will work alongside an experienced staff member while they grow their skills at a professional level in a setting that requires knowledge, focus, and follow through. Attention to attendance, diligence of task, and professionalism is a required portion of this course. Students must pass this course to graduate the Medical Assisting program.

MA129A – Front Office Practicum – 1st Term – Credit; 1, Hours; 32,
Externing alongside Front Office staff

MA129B – Non-Invasive Practicum – 2nd Term – Credit; 1, Hours; 32
Externing alongside back-office staff with non-invasive procedures

MA129C – Invasive Practicum – 3rd Term – Credit;1, Hours; 32, Externing
alongside back-office staff with invasive procedures

MA129D – Main Practicum – 4th Term – Credit; 16, Hours; 240,
Putting it all together; Electronic Medical Records (EMR), Patient triage
to discharge

ADMISSION INFORMATION

Students at Atria Medical Institute will be provided the Medical Assisting Handbook in PDF format. The handbook outlines academics, testing, grading, attendance, practicum, courses, etc. Students are expected to read the handbook thoroughly. General guidelines are detailed. Each student will be expected to exhibit a professional attitude and appearance.

Instructors will be experienced Medical Assistants and Nurses here to help you achieve your goal of becoming a Medical Assistant. To achieve this goal, you must take responsibility for the process. Own it, claim it, want it! What is the “it”? Your Medical Assisting career! Make it truly yours.

School Entrance Requirements

1. Proof of High School Completion or equivalent
Applicants who have completed their high school education through home schooling are required to submit proof of a minimum 830 SAT score or a minimum ACT score of 17. Atria Medical Institute does not accept IEP, Special Education, Technical, or vocational diplomas as the equivalent of a high school diploma.
2. Valid Driver’s License, or state issued photo ID
3. Be at least 18 years of age
4. Proof of US citizenship

5. Complete and submit Admission application in its entirety.
6. Briefly type up and submit your reason for becoming a Medical Assistant (one paragraph only).
7. Meet with an Atria Medical Institute staff member for an interview to discuss MA program.
8. Pass the Wonderlic test (tests problem solving skills, critical thinking, math, and communication- pass score 16). Test will be administered in house.
9. Attend the Mandatory MA Orientation (discuss policies, functions, personnel)
10. Have received your 1st dose of Hepatitis B vaccination series prior to class start date.

Atria Medical Institute does not accept transfer credits, or experiential credit.

Students will be accepted to the Medical Assisting program based on:

1. Class size and class availability
2. Availability of supplies and equipment
3. Availability of Practicum sites

When seats are limited and several students apply at the same time, the highest Wonderlic Score will be the deciding factor. If the scores are the same, then the date and time that the application was received will be the deciding factor.

Students dismissed for academic deficiency can reapply to the program **one** time only. Students are only allowed to reapply to the program one time, regardless of the reason.

When the number of student candidates outnumber the available seats for the Medical Assisting program students that have met the above criteria but have not been invited to join the program will be added to a call list for the next program. Students will be called when a seat in the Medical Assisting Program is available for the next program. Please make sure your phone number is updated as needed. Calls that do not go through because the number is no longer listed or has a voice mailbox that is full or not accepting messages will cause the prospective student to be dropped from the list. In this case student candidates will need to reapply to the school.

Re-Admission Policy

1. Returning students must reapply to the school and the program (readmission allowed only one time) and
 - a) Type a one-page essay as to what the student could do to make this admission more successful than the prior admission.
 - b) Have not been expelled from any other institution for misconduct including, but not limited to, fraud, abuse, theft, or academic deficiency.
2. Returning students will begin at the beginning of the program.
3. Returning students will incur the cost of the program as of the new admission date.
4. Students will only have two chances to complete the Medical Assisting program at Atria Medical Institute regardless of the reason.
5. Students will not be admitted more than two times to the program regardless of the reason for previous withdrawals.

ACADEMIC INFORMATION

Knowledge

The Medical Assisting Program at Atria Medical Institute is an advanced program. It will take investing your time to make this program a success for you. As Instructors, we can teach information, demonstrate procedures, and test knowledge, but it is the student's responsibility to learn the information. There are no set ways for a student to learn, but there are some tips to help the student be successful. Each student is an individual and grasps information at their own rate, in their own way.

Tips: Students should read in advance of their classes, so they are aware of what is being taught. This gives you the opportunity to ask questions in class regarding information that you did not understand in your reading.

Students should take notes or highlight the information that is being taught,

then study the information to solidify the knowledge. Note taking does not have to be word for word, just a few words that remind you of the note you are making, it does not even have to be in your best handwriting. It just must be legible enough that you can decipher it later when you review your notes.

Retention is the key. Memorizing information is fleeting. You may remember something for the test, but once you move on to something else that memorized information can be gone. Retention is long lasting. Once you retain the information, it goes into the memory for use later. Like making your bed, you learned it once and now you do it without instructions. The information was retained.

Knowledge is power – pick it up and try it out! You can leave this school a lot wiser about the medical field than when you came in. Find your best self, be your best self, empower yourself to be the best Medical Assistant. We are here to help you do that.

Classes

The classes will be either lecture only or a combination of lecture and lab. It is in your best interest to come prepared for class. Plan ahead. Have your book(s) with you, notebook(s), folder(s), etc. needed for the class. Arrive early enough that you can have time to sit down, breathe, relax, and organize your space before the class starts. Information can be overwhelming. Utilize the tips mentioned earlier to help you. Do your due diligence to get the most out of each class that you can. Learning is all up to you! You hold the key to your future.

GRADING POLICY

Students will be graded on knowledge learned through pop tests, chapter tests, competency check offs and final exams.

Scores will be dependent on number of questions per test and/or criteria per competency. A score of 100 is the highest score that can be achieved on both

tests and competencies. Deductions will be taken for missed questions or missed criteria. Deductions may be assessed for tardiness, absenteeism, electronic device disturbance in class or clinical, and/or no-show/no-call.

Specific deductions applicable to classes will be detailed in the Syllabi Addendum.

The Grading Scale is as follows: A 90–100, B 80–89, C 70–79, D – Failing 60–69, F 0–59, WF 0–59

All skill competencies must be passed with a grade of 85% or better (information must be retained for future use in the practical setting and for final exams).

Students will have two attempts to pass each competency; the first competency grade will be the recorded grade. Students should practice with peers in the lab and practice safely as needed outside of class time. Time is a very important factor in successful completion of each competency. Point deduction will be applied for excessive time and may result in possible failure of competency. Time is shown on each competency grade sheet under “standards”. Practice time management as you practice your skills. 100% of all competencies must be passed to advance.

Students are required to pass each class with a grade of “C” or better to move on to the next term. Retaining information is imperative as final exams will include information from previous classes and previous terms. Knowledge is the key to the success of your career objective.

Deductions

Absenteeism, tardiness, and violations of the electronic device policy may cause deductions on tests and will be subtracted from the student’s test or final grade. See MA Handbook for deduction details.

ATTENDANCE POLICY

Attendance will be taken for each scheduled class, lab, or practicum.

Atria Medical Institute’s Medical Assisting program’s primary purpose is to provide work ethic, and technical and soft skills training that will aid the student in procuring a Medical Assistant position. It is in the student’s best interest to be

present every day of scheduled class, lab, or practicum and for the entire time scheduled.

Students will sign in and sign out daily for class, lab, and practicum. Students should plan to arrive 15 minutes before scheduled class, lab, or practicum time to be ready at scheduled time, i.e., scheduled on floor at 8:00, arrive 7:45. During Practicum student should sign in, ready rooms, stock, run controls, check practitioner and nurse schedule, pull needed equipment/supplies for 1st patient, etc., as directed and with Preceptor, and be ready to greet patients at 8:00 or scheduled start time. Student should not clock in and take a coffee/breakfast break or spend time socializing. Clocking in and out is abused more often in companies than it should be. Be a good steward of your company's money, remember that it is your paycheck and possibly your raise you are taking care of. Do not ride the clock at the end of the day or stay later than scheduled without a valid reason and supervisors' permission, however, do finish any jobs started before you leave.

Attend class, participate, and learn your trade. Treat your school schedule like a work schedule. **Attendance in class, in lab, and in practicum is an immediately measurable skill for continued employment at most practices.** Students must consider lab and Practicum attendance as important as class attendance while in the program. The Program will require you to plan your time just as you would for a job.

If an unforeseen situation arises and the student is unable to attend class, lab or Practicum on the assigned day, the student must follow the "call out" procedure as noted below.

Absenteeism or Tardy will cause a loss of points on grades. Each absence will incur a 0.5-point deduction from the final grade. Each tardy will incur a 0.1-point deduction from the final grade. If the student is tardy 3 times, this will equate to one absence.

Tardiness

A tardy results anytime the student is late for the scheduled Lab or Practicum or leaves early from Lab or Practicum. The instructor should be notified of any expected tardiness prior to scheduled arrival time. Students should expect to pick

up where class is at time of arrival with minimal disruption to class. Any testing, pop, or chapter test in progress when student arrives, timed or otherwise, will be provided to the student and must be completed in the time remaining for the test or pop test issued. No extra time will be granted for a tardy. If the student's tardy causes a missed pop exam, that exam will not be made up and the student will receive a grade of zero for the missed pop exam. Students are responsible for all work and information covered and missed during the absence or tardy; please contact a peer after class for notes and information missed. Do not return to class unprepared because of an absence. See MA Handbook.

Call Out Procedure

If the student runs late or needs to be out, the student is responsible for calling the instructor (if calling out for Practicum, student must call the Instructor and Practice Manager) prior to scheduled time regarding the absence or tardy and must provide a reason for absence or tardy. Family members, significant others, and other individuals should not be calling for the student unless the student is unable to call for themselves due to trauma, life/death, or emergency surgery. Students are responsible for any information missed when not in class, regardless of the reason. It is recommended that students share phone numbers with their peers the first day of class. An absence is not an excuse for not being prepared or not completing assigned work for the next class or lab day.

No-Show, No-Call

If the student does not attend class, lab or practicum and does not call for two days or more without a valid reason the student will be dismissed from the program. Valid reasons may include motor vehicle accident with loss of consciousness, emergency surgery, family medical emergency, etc. Documentation will be required.

Being sick, a motor vehicle accident without loss of consciousness, traffic, etc. is not a valid reason for no-show, no-call. There is some time during the day when the student should be able to call. When you are out or will be late for any reason, please call the school and report the absence or tardy to avoid a no call/no show. This information will be forwarded to the instructor. Calling to report being late or absent is professional and part of having a good work ethic. Continuous call outs

and/or tardiness are not considered good work ethic and generally not tolerated at most jobs. Continuous call outs and tardiness will affect your class and lab grades in the program in the form of deductions for each call out (absence/tardy). In addition, documentation may be required. Again, call if you will be out or late for any reason.

No show, no call will result in a 10-point deduction for each class day missed. Tests scheduled on a no-show/no-call day will not be allowed to be retaken and a zero will be the grade for any tests missed.

Practicum Attendance

Aylo Health has agreed to host our practicums. They will work very closely with our Medical Assisting program to adjust their office staff to accommodate our Practicum needs. It is, therefore, necessary for every Medical Assisting clinical student to be present and on time every day of the practicum schedule. If you will be late or absent from the practical site, notify the instructor as soon as you know you will be late or absent and notify the Practice Manager as soon as the office opens or earlier if you have the Practice Managers cell phone number. All Practicum hours **must** be completed to satisfy program requirements.

Practicum Absenteeism/Tardiness

All practicum tardiness and absences must be made up and may be scheduled during weekend or evening office hours and may or may not be at the primary practicum site. Practicum hours that are not made up will result in a deduction of 40 points per missed clinical day from the final grade.

Testing; Absence/Tardy

Chapter testing is announced in advance. If you are absent on the day of the scheduled test you will receive a zero as the test grade. It is the policy of Atria Medical Institute to allow only one make-up test per class per term under specific guidelines. (See make up test below). It is the student's responsibility to complete all assignments and make-up work missed due to absences.

If you are late on the day of a scheduled unit test or a Pop test, please come into the classroom with as little disruption as possible, have your pen out and ready when you sit down. You will be given the test or pop test when you are seated and will have only the time remaining, as announced at the beginning of the test, to complete the test. No exceptions will be made

Please refer to your Handbook and Syllabi Addendum for more information regarding absenteeism.

Make-up Test

If you are absent, you must call in per procedure listed earlier under “attendance”. A missed scheduled test will be allowed to be made up during the last week of the Term only, provided the instructor was called as per policy. A grade of 75% will be the most allowed for the make-up test. You will be given the opportunity to make-up only one test per class per term and will need to schedule that make-up test with your instructor in advance.

Make-up test will be made up the last week of the term. The student is responsible for contacting the instructor to schedule the make-up test. A one week notice to test is required to allow the Student and Instructor time to schedule the make-up. Make-up test will not be the same test and will not include bonus questions applicable on the original test.

Transfer Credits

Transfer credits will not be accepted.

Transfer credits will not be extended to outside institutions without a contract between Atria Medical Institute and that institution.

FINANCIAL INFORMATION

Tuition and Fees

There will be a \$25.00 non-refundable application fee which will be used to

process your application and pretest. Tuition fees are set and available to the student at their request.

Additional fees for program are inclusive of, but not limited to required items:

- Stethoscope.
- Watch with 2nd hand.
- Professional Shoes (black -closed toe, closed heel, no holes)
- Folders (4)
- Ink pens – (Black ink, red ink)
- Books – Hardcopy MA book, workbook, and Mindtap
- Registry Exam - \$120-135 depending on exam taken
- Scrubs - Scrubs will be provided [1 top and 1 pant] for first 3 terms. The last term 2 additional sets of scrubs will be provided. Students who fail to complete the program will be required to turn the scrubs in within two weeks of withdrawal or no show, no call. Scrubs not returned will be assessed a fee per item at current cost
- Optional - Notebook, 10-key calculator, highlighters

Full payment of tuition and related fees is expected before the program begins. For your convenience, the school accepts cash, personal checks, MasterCard, Visa and Discover for payment of tuition and fees.

Student Term registration not paid in full by the payment deadline will be deleted from the system. Student will have to begin the process over to register once a registration is dropped. Once you are registered for classes you are responsible for the tuition charged. Please notify the Student Records Office if you are not able to attend, have changed your mind, or personal circumstances have changed preventing you from advancing your institutional career; otherwise, you could owe the institution for classes you are registered for.

Any classes cancelled prior to Term start date will not be charged to the student. Any tuition payments for a cancelled class will be applied to the outstanding debt. In the event there is not an outstanding debt, payments will be refunded to the student.

Any monies owed to the program will be the student's responsibility and will not be forgiven - should the student withdraw after the withdrawal period. Any monies owed to the program will be immediately due within two (2) weeks of the withdrawal date.

Future registrations will be blocked, and all grades will be held for any debt to the school. If a student fails to meet financial obligations to the school and the account is turned over to a collection agency, the student will be responsible for paying any collection fees. Students have 30 days from written notification to dispute any outstanding balances.

Returned Checks

Returned checks will be assessed a \$25 service charge. In addition, checks will no longer be accepted from a student who has had a returned check. Student will need to pay any institution related fees with cash or credit card only, thereafter. Per state statutes, a maximum penalty will be imposed. Registration will be canceled in the event of a returned check.

Scholarships

No financial aid services are currently provided. However, scholarships may be offered to students by specific vendors and healthcare organizations. Students will be notified anytime scholarships are made available and it will be the student's responsibility to apply for any scholarship(s)

Refund Policy

Charges for tuition are based on the total number of credit hours the student is enrolled for the first day of the Term. 100% of all monies, except the Application fee of \$25.00, will be refunded within forty-five (45) days to the student who drops prior to the first day of the term. Request for refund must be in writing. Tuition and fees, if applicable, must be refunded at a prorated amount, based on a percentage of paid segment completed, should the student withdraw before 50% completion of the course program. A student will not be due a refund if the student drops after the 10th day of the term in which they have attended any of Days 1 through 10. Student must submit a Refund request in writing. Refunds will be processed within 45 days of valid request. Refunds not granted will be explained based on policy above..

Extenuating Circumstances Policy/Appeals Process

Occasionally, circumstances will present themselves in a way that no one could have foreseen. When these circumstances present themselves, we will take into consideration all facets of the circumstance and render a fair decision. Student may submit whatever evidence they believe may help us to make a fair and impartial decision.

Students must follow the procedures below to appeal a grade or refund decision.

1. Attempt to elicit a favorable response by first speaking with the person in the department covering the incident, i.e., Instructor if appealing grade, Registrar if appealing refund.
2. If face to face conversation does not render a decision that you agree with, you may appeal against the policy in place. Complete the Appeals form noting what is being appealed and note the reason that an appeal should be upheld.
3. Submit any evidence to support the appeal.
4. Once the appeal has been requested, the Appeals Form will be submitted to the Registrar who will set up a meeting between the student and two school employees.
5. Student will present their case to the school employees explaining any evidence
6. All extenuating circumstances will be considered.
7. A decision will be rendered in writing within 48 hours of the meeting.
8. All Appeal decisions are final.

Note: All evidence submitted must appear to be trustworthy. Any evidence that is suspected of being fabricated will be dismissed. Student will be notified if any evidence is dismissed and given a chance to explain why the evidence should not be dismissed.

STUDENT INFORMATION

Students who are dismissed from the institution or program for other than expulsion may reapply to the program one time. (Students will not be accepted back to the school more than once, regardless of the reason). See “Re-admission Policy”.

Withdrawal

Students may withdraw from the program within the first 5 days of the term. Student must complete the appropriate withdrawal form and submit it to the Registrar’s office. A “W” will be posted as the grade for all courses for that term. Withdrawn students (for any reason) are subject to the refund policy. Students will not automatically be withdrawn from their classes or the program. Students who stop attending classes after day 6 will receive a grade of “F” for each class for the term. Students should communicate with the instructor that they have withdrawn. Withdrawal of one class constitutes withdrawal from the entire Medical Assisting program.

Complaint Resolution Procedure

Atria Medical Institute maintains a Complaint Resolution Procedure available to all students that provides an open and meaningful forum for their complaints to be reviewed and addressed. It is the desire of the administration that any complaint a student might have about a given situation or procedure of the facility/company be resolved in an informal manner. This includes discussing the matter with their instructor.

However, in a situation where a solution cannot be reached in this informal manner, the following steps should be followed:

1. The complaint is required to be submitted to his or her instructor in writing
2. The instructor will review the complaint and schedule a formal meeting with the student to discuss the complaint and possible solutions within 72 hours of receiving complaint.

3. If the matter has not been resolved to the student's satisfaction, the student may bring the complaint to the attention of the Director, in writing, describing the matter and possible resolutions.
4. If the matter remains unresolved, the student may submit the complaint to the Chief Human Resource Officer for final resolution.
5. If the student feels complaint has not been resolved, the student has the right to appeal the final institutional decision to GNPEC
 - a) GNPEC, 2082 East Exchange Place, Ste 220, Tucker, GA 30084
 - b) Phone: 770-414-3300
 - c) <https://gnpec.georgia.gov/student-resources/student-complaints/gnpec-student-complaint-form>

Documentation of the complaint and any actions taken will be maintained in the student's record.

If the complaint relates to potentially unlawful harassment (including sexual harassment), discrimination and/or retaliation, the student may report the matter directly to the Executive Director or Chief Human Resources Officer.

CONDUCT POLICY

Learning is up to you as a student. Instructors will provide the resources, expertise, and knowledge, but in the end, it is the student's responsibility to learn. Study, practice and ask questions. Students are expected to conduct themselves professionally, own the responsibility of learning, ask for help when needed and discuss concerns as they emerge. Students may be dismissed from the school or program for academic deficiency, poor attendance, conduct unbecoming, unprofessionalism, patient negligence, or abuse. See handbook for a breakdown of unbecoming behavior. Students who commit grievous infractions will be expelled and not be allowed readmission to the school for any reason. A grievous act may be constituted as theft, violence against a fellow student, instructor, or any other employee of the school.

Students who are dismissed from the institution or program for other than expulsion may reapply to the program one time. (Students will not be accepted back to the school more than once, regardless of the reason). See “Re-admission Policy”.

GRADUATION

Students will successfully graduate the Medical Assisting program at Atria Medical Institute after completion of all required courses with a “C” or better, all required competencies with 85% or better, and all Practicum hours. Medical Assisting students must complete the practicum in its entirety as part of the program. Inability to complete any part of the program courses and the practicum will result in failure of the program.

A Graduation Application form should be completed and turned in at the end of the term prior to completion of all required courses. Upon successful completion of all academic requirements, a student will be awarded a certificate provided that the student is in good standing with the school. This Graduation Application form is found at the Admissions office. Any outstanding balances must be paid by the completion of the program.

GRADES

The grading scale is as follows:

A 90-100, B 80-89, C 70-79, D 60-69, F 0-59, WF 0-59

Medical Assisting Students must be diligent in study. Students are required to pass each course with a grade of “C” or better to progress forward. Retaining information is imperative as Final exams will include information from previous classes. Knowledge is the key to the success of your career objective.

All skill competencies must be passed with a grade of 85% or better (information must be retained for future use in the practical setting and for Final exams). Students will have two attempts to pass each competency satisfactorily; only the

first competency grade will be the recorded grade. Students should practice with peers in the lab and practice safely as needed outside of class time. Time is a very important factor in successful completion of each competency. Point deduction will be applied for excessive time taken on competencies and may result in possible failure of competency. Time is shown on each competency grade sheet under “standards”. Strive to complete competency within very liberal time frame. 100% of all competencies must be passed to pass Skill classes.

Grade deductions from violations of policies, unauthorized use of electronic devices, tardiness, unprofessionalism, etc., will be subtracted from the student’s final class grade per term based on “Grading Policy” found in more detail in the Handbook and in Syllabi Addendum.

Transcripts

Transcripts will only be released pending completion of Transcript Release Form and only to the designated entity listed on the form. First transcript request is free, all others will incur a minimal cost. Transcripts will not be released if there is an outstanding financial balance on your account.

Information to be released on the student’s transcript will be inclusive of name and address of school, full name of student as listed with the school, program student was/is enrolled in, dates attended school, student status and grades (by course and if applicable, overall GPA)

CAREER SERVICES

Employment is not a guarantee after completion of a given program. Although we hope that you will have impressed an employer with your knowledge and skill during your practicum, we cannot guarantee that the employer will employ you. Utilize your practicum as a working interview, impress, show your skills, work ethic and professionalism. We will assist you in obtaining your first Medical Assisting or Medical Assisting related job offer.

Students will begin job prep during the first term of the program. Resume, Cover letter, Follow-up letter, and Resignation Letter will be developed. Professional attire will be emphasized.

LEARNING RESOURCES

Atria Medical Institute will utilize internet programs to enhance teaching and student learning as needed during school closures. Students are encouraged to utilize the internet programs available for learning purposes. Students should be aware that all information on the internet is not factual, and students should use caution when utilizing internet sites and links. Students are encouraged to protect their computers and be cautious opening links and sites they are not sure of.

STAFF/FACULTY/QUALIFICATIONS

Executive Director/Instructor – Diana Kendrick, RMA, AHI (AMT), RN.

Registrar – Megan Swails, PHT

WATCH US GROW

School Opened	Cohort	Enrollment	Job Placement Rate	Pass rate
January 2022	WIN22	2	100%	100%

