NOMS

ACADEMIC INSTITUTE

1230 PARK AVENUE
AMHERST, OH 44001
P: 419-626-6161 x4004
F: 419-502-3627
OH SBCCS # 2253

STUDENT HANDBOOK

2024

Anthony Tesmond, D.O. – Dean
Sarah Opfer, SHRM-CP – Chief People Officer/HR
Glenn Hickman, AAS, CPPM, CMA(AAMA) –
Director/ Program Director/Practicum Coordinator
Margie Cataldo – Lead Instructor

Table of Contents

WELCOME TO THE PROFESSIONAL MEDICAL CODER PROGRAM

We, the faculty of NOMS Academic Institute are pleased that you are here. You are about to become a member of the great and fascinating profession of Medical Coders.

Education is a continuously evolving process whereby you will be provided with a means of achieving your own maximum potential. The program at NOMS will help you to provide professional services various coding skills and ensure medical practices are compliant and coding at the highest level possible. The goal of the NOMS Professional Medical Coder Program is to educate individuals to become self-directed, responsible, contributing members of the Allied Health Community. We wish you all the success as you meet the challenges of your instruction here at NOMS Academic Institute.

MISSION STATEMENTS

The mission of NOMS Healthcare is to provide excellent, personalized, team-based care.

The mission of NOMS Academic Institute is to provide our community with qualified, professional, and competent medical professionals to coincide with the NOMS Healthcare Mission Statement.

NOMS PMC PROGRAM OUTCOMES

1. Qualify to take the Certified Professional Coder (CPC) Exam through the American Association of Professional Coders (AAPC)

2. Function as a competent Medical Coder in diversified health care settings

3. Participate as an accountable, responsible member of the health care team

4. Demonstrate respect for all human beings in contributing to the wellness of individuals, families, and/or societies

5. Identify own role as a Professional Coder within the healthcare system

6. Demonstrate and respect patient confidentiality within the medical field

7. Develop passion for lifelong learning through continuing education and the ability for critical thinking that enables thriving in a changing, complex society within the allied health community

8. Utilize computer operations to enhance patient care experience

9. Exercise the ability to be flexible in an ever-changing healthcare environment

10. Demonstrate a working vocabulary of medical terminology along with effective communication skills with providers and various healthcare professionals

11. Prepare competent entry-level Medical Coders in the cognitive (knowledge), psychomotor (skills), and affective (behaviors) learning domains appropriately to the role of a Professional Medical Coder

<u>Admission Requirements</u>

Admission criteria regarding secondary education:
Meet one of the following:
1. High School diploma and/or transcript
2. G.E.D Certificate

<u>Admission Procedure:</u>

Acceptance into the program is based on completion of the criteria below, culminating into a review by program director and/or faculty. A possible individual interview may also be required. Applicants will be notified if accepted (by letter or email) or be notified if further information/submissions are needed.

1. For acceptance consideration the following must be completed and on file
   a. Application
   b. High School Transcript and/or post-high school transcript (if applicable)
   c. Results of BCI criminal records check
   d. Completed Drug Screen from an Industrial Health Center

<u>Immunization and Health record Requirements</u>

All requirements must be reviewed for verification and placed in the student file. These must be initiated and completed by the student prior to starting the Professional Medical Coder program. The following are the items required.

Tuberculosis Screening
1. You must receive a 1 step TB test
   a. PPD Mantoux test or QuantiFERON Gold test are acceptable
   b. Chest x-ray may be submitted in place of PPD or QuantiFERON Gold test if prior testing is contraindicated or a positive test was noted.
2. If you receive a yearly TB test you may submit this in place of the required screening, but it must be within one year of your practicum start date

Physical Requirements – Minimum Acceptable Mental & Physical Competencies

Success as a Professional Coding student depends on many variables. Among them is academic ability and certain technical abilities or competencies. Most Professional Coder positions may involve sitting for long hours and performing activities that require prolonged periods in front of a computer monitor.

Applicants are responsible for determining their own eligibility in light of these competencies. Students with disabilities who enter the program do so with the understanding they will be expected to meet course requirements, with reasonable accommodation that may be provided by the institution and what would be reasonably accommodated while in the medical office.

The faculty and the Curriculum Committee will evaluate requests for reasonable accommodation as they arise through the program. The faculty may request a meeting with a student with a disability and the Curriculum Committee, if concerns arise regarding the student's ability to perform any skills required by a Professional Medical Coder.

Students with disabilities in need of services must contact the Program Director or Head of Human Resources as soon as possible to assure that accommodations are feasible. The competencies listed below represent the minimum abilities necessary to successfully complete the course and program objectives. The inability to meet these competencies may interfere with meeting course and program objective and, therefore, may result in termination from the program. Students with a disability who enter the program do so with the understanding they will be expected to meet course requirements, with any reasonable accommodation. The minimum acceptable mental and physical qualifications of the Professional Coder applicant include the following abilities:

1. Carry out procedures that prevent the spread of infection (examples: Frequent hand washing, using mask and gloves, etc)
2. Communicate effectively and appropriately, both orally and in writing.
3. Make appropriate decisions in a timely manner when stressful situations arise.
4. Demonstrate the ability to effectively perform Professional Coding tasks using a variety of equipment.
5. Utilize full range of motion of body joints while stooping, bending, reaching, pulling and pushing.
6. Maintain composure when subjected to high stress levels.
7. Adapt effectively to changing environments, especially those with high-tension levels.
8. Respond in an emotionally controlled manner in learning situation and emergencies.
9. Learn and perform quickly without repetition of instructions.
10. Use the English language to communicate effectively in a rational, coherent manner with others, both orally and in writing, with individuals of all professions and social levels.
11. Recognize the importance of teamwork, consideration and cooperation.

Health Services

Medical insurance is recommended, as students are fully responsible for any medical expenses incurred. Emergency care is available at each of the cooperating healthcare facilities.

Pregnancy

Any student who is pregnant must submit a physician's statement of ability to remain in the CPC Program. This document will be presented to the Program Director and kept in the student's file .

Injury/Illness

Illness or injury during class hours must be reported to a faculty member. If it is necessary for you to consult a physician, you may go to the physician of your choice. Medical Insurance is recommended as students are fully responsible for any medical expenses incurred. Emergency care is available at each of the cooperating healthcare facilities. The Instructor or the Program Director reserves the right to request the student who exhibits signs and/or symptoms of illness to be seen by a physician. At the Director's/Instructor's discretion students may be required to submit a doctor's statement that they are able to resume student responsibilities before being permitted to return to the program.

Dress Code

Professional appearance is important to a Medical Assistant student. We begin the training for your profession within the classroom in preparation for entering the clinical facility. The uniform gives authority and denotes your right to function in the clinical area. Groom yourself well and wear your uniform with pride, you will be treated with respect. Failure to adhere to dress code will result in being sent home from clinical/practicum and incurring an absence for that day. The dress code will be in effect from the first day of class.

1. Facial, tongue, and body piercings and artificial nails will be removed prior to class and will **not** be worn in the classroom or at any practicum sites throughout the program.
2. Hair – Off of the collar without unnatural coloring (i.e. bright red, blue, purple etc.). Clean shaven or well-groomed mustache and/or beard.
3. Cosmetics – Makeup used with discretion. Perfumes, colognes, and scented body powder should not be utilized due to potential of allergy interaction with others. Deodorants are a must.
4. Jewelry – Wedding and/or engagement ring and watch are permitted. No additional rings permitted due to risks of contamination transmission. Earrings must be smaller than earlobe and/or not grab able by other people. Visible body/facial piercing jewelry including lingual jewelry are not permitted. Ear gauges should be clear or solid black. No earring hoops are permitted.
5. Fingernails – No fingernail polish permitted, as polish can harbor microorganisms. Nails must be kept short and clean – ¼ inch per CDC guidelines. No artificial nails.
6. Uniforms – Student will be furnished a student ID badge and a student jacket. Student jacket is to be used for warmth, no hoodies or other jackets during classroom or practicum permitted.
   a. Additional uniform jackets may be purchased separately by the student
7. Pants – Jeans or dark pants, clean and free of holes, are allowed. No sweatpants, spandex, flip flops, pajamas, shorts, capris, or leggings/jeggings.
8. Solid shoes – preferably leather, leather type shoe (no clogs, crocs or open toes – this is a safety hazard in the clinical setting)

9. Sock must be appropriate length and visible above the shoe. Liners and no-show socks that are not visible are not permitted.

Classroom Requirements

In-Person Cohorts

1. NO food in the classroom. Lunch and snacks should be eaten in the break room
2. NO open containers of liquids when using any computer or other equipment in the classroom.
3. Students must clean their area before leaving the classroom.
4. The use of cell phones, beepers and smart watches is **prohibited** in the classroom. Any such item found to be ringing or vibrating during class will reduce the professionalism grade for the person responsible and requested that device be turned off.
5. Attendance is essential to your success. Responsibility for obtaining and making up missed tests or assignments on the day of absence lies with the student.
6. Students should bring their computers to class fully charged and ready to use. Any student not prepared with their computer will be graded as such for the day.
7. Students will have available to them the use of open lab hours and scheduled hours
   a. This is to assist in additional tutoring or practice of psychomotor skills
   b. Assist in tutoring with the instructor for any cognitive comprehension material

Hybrid Cohorts

1. It is the student's responsibility to attend all live lectures/sessions
   a. If a student is unable to attend any live lecture, they must contact the instructor to advise of the intended absence.
   b. Student is then responsible to make up missed date with instructor or via viewing a recording of the lecture on their own time to obtain any necessary information missed during the scheduled online course date
2. Students are responsible for completing their assignments on time by the due dates assigned by the instructor of the class
3. Students are required to complete discussion boards during their classes as part of the professionalism grade
4. Students will be required in specific classes to attend an in person class to go over, learn and perform required psychomotor competency skills
   a. Any student unable to attend an in-person class will be required to make up that day
      i. Students may make that day up by attending open-lab hours with the instructor of the class
      ii. Students may also make up the day by scheduling specific lab hours with the instructor outside of the open-lab hours available
         1. See open lab hours listed below for open-lab and scheduling policy
5. Students will have available to them the use of open lab hours and scheduled hours
   a. This is to assist in additional tutoring or practice of psychomotor skills
   b. Assist in tutoring with the instructor for any cognitive comprehension material
6. It is the understanding of NOMS Academic Institute that any exam or quiz given virtually is considered to be open book.
   a. NOMS Academic Institute strongly encourages all students to take their

exams and quizzes without the utilization of their study materials. This is to help prepare you for your certification exam(s) which do not allow the use of such materials.

Computer Access

1. Students of both in-person cohorts and hybrid model cohorts at NOMS Academic Institute are expected to have a computer available to them.
2. Students must have reliable internet access
3. Any student who doesn't have access to a computer or laptop may obtain a laptop from the Academic Institute as a loaner to complete their schoolwork during the cohort.
   a. Students obtaining a loaner laptop will be required to sign a laptop agreement prior to being issued one
   b. At the end of the cohort students will be required to return the loaned laptop in the same condition it was obtained
      i. Any laptop returned not in the original condition (minus any normal wear or tear expected) will be billed additionally for the expense of the laptop
4. Students will have access to the NOMS Academic Institute classrooms and desktop computers during open lab hours or by special appointments made with the Program Director or Instructor(s).
   a. Access will be pending availability based on needs of students and other facility scheduling
   b. Students may only use the computers at NOMS for schoolwork
      i. No personal use is permitted
         1. This is to reduce the risk of network exposure to viruses or malware
      ii. Any student found to be using NOMS computers for any personal use that could put the network at risk will be at risk of academic misconduct and face appropriate disciplinary action including possibility of dismissal from program

Library

1. NOMS Allied Healthcare Education department utilizes a virtual library database
   a. These databases can be accessed by any student free of charge via the internet
   b. Students may access these databases from their personal computers at home or via the NOMS computers on campus
   c. Hard copies of all educational material used in the CPC program is available to every student on campus and is available to be checked out as needed if available
   d. A list of all online library databases will be given at student orientation
      i. Another list can be requested with the Program Director and obtained if necessary

Fundraiser Activities in the Classroom

There will be no soliciting of classmates, faculty, or staff for the purpose of selling fundraiser items, whether for personal, family members or friends. This policy extends to all areas of the building and clinical/practicum locations.

Use of Tape Recorders

Tape recording of lectures may be allowed. The student must ask permission of the individual instructor before any taping can occur

Grading

CAAHEP accreditation standards require 100% of all graduates pass 100% of all competencies prior to attending their clinical practicum experience. Students are required to pass all courses with a 78% or higher to continue in the program and an 85% on all psychomotor and affective competencies prior to attending their clinical practicum experience.

In the Medical Assistant Program, instructors use a standard scale to determine letter grades. At times, content from previous courses will be tested in subsequent courses. Grades are computed as a percentage; then the percentage is converted to a letter grade using the following scale:

A	**100-94**
B	**93-86**
C	**85-78**
Failing	**below 78%**

All concerns regarding potential discrepancies of test scores must be submitted within 2 (two) weeks of the test/score in question. After that time, grades will be recorded and cannot be challenged.

Mock Certification Exam and Certification Exam

A Mock Certification exam will be held for all students to sit for in preparation for their Certification Exam. The Mock Certification Exam will be ungraded and is proctored through the NOMS Academic Institute. See Academic Calendar for date of Mock Certification Exam. As this is an ungraded practice exam students are not required to attend, but it is highly encouraged as the questions are pulled from the AAPC and may be on your actual certification exam. This Mock exam is also a tool for students to use and see where they may need to study more and where their strengths or weaknesses lie prior to taking their main Certification Exam.

Part of tuition cots cover each student to sit for their Certification Exam through the AAPC. Each student will have 2 exam attempts, and if the student is unsuccessful after the 2nd attempt, it will be the responsibility of the student to purchase any additional attempts through the AAPC.

Blackboard LMS:

Blackboard Learning Management System is utilized for additional resource materials through the AAPC. This provides additional study guides, tools, and practice quizzes and exams that be used to help prepare you for in class assignments, quizzes and exams. Students are not required to utilize these tools however every student will have access to this LMS and tools to help provide additional resources and learning information to all students. To access the Blackboard LMS every student will need a device that has access to the internet and an internet connection. Students may use any device that connects to a web browser including but not limited to: cell phone, chromebook, macbook, laptop, desktop, etc. Students are not graded based on any of the provided practice exams, quizzes or assignments found in Blackboard and will only be graded on provided assignments, exams, or quizzes through the in person class days. Google Chrome is the preferred internet browser however the LMS may be accessed by all browser types including FireFox, Microsoft Edge, etc.

Probation (Academic/Attendance/Program)

1. Academic Probation
   a. The student who is failing any course at course midterm will be placed on academic probation. The student is expected to bring this average up to 78% or higher by the end of the course or the student will be dismissed.
2. Attendance Probation
   a. 100% attendance of practicum experience is required in order to graduate (200 hours)
      i. 1 (one) 8 (eight) hour day is allowed for medical leave is permitted during the practicum experience. Any student who utilizes this may be put on Attendance probation during their practicum experience and any further days missed pending evaluation from Program Director and Curriculum Committee may result in failure of Practicum and dismissal from the program
      ii. See Practicum guidelines for further details regarding specific practicum requirements
3. Program Probation
   a. Single critical incident (Program Probation)
      i. In the case of a single critical incident, i.e. when the student has one time performed in a manner unsafe to the health and well-being of another or self, a report of this incident will be entered into the student's file. The student will sign this report indicating that the student has read the record. The student will be given the opportunity to respond in writing.
      ii. A single critical incident will result in probation and may be grounds for immediate dismissal pending review of severity of incident
   b. Violation of program policies and procedures
      i. The student will be notified by the instructor or Program Director that he/she has been placed on probationary status
      ii. The student must make an appointment with the Program Director within one (1) week at the convenience of the Program Director.
      iii. Original probation form is placed in school file. The student will be presented with one copy of his/her probation form.
      iv. The student must make an appointment with his/her instructor at least every two (2) weeks throughout the probationary period, to evaluate progress of improvement.
      v. When the student has demonstrated successful achievement of course competencies the instructor may recommend he/she be removed form probation.
      vi. Failure to comply with any part of the probation requirements will make the student subject to disciplinary action, including the option to withdraw or dismiss from program upon recommendation of the faculty/Program Director.

Exams and Missed Exams

The computerized answer sheet is the official record of the exam unless the student has taken a paper essay exam. Make-up exams are in the essay format and must be completed within two weeks of the date of the original exam, or the grade will be recorded as a zero (0).

Program Completion

All courses must be completed with a 78% passing grade in order to graduate.

Academic Misconduct

Cheating is defined as:
1. Copying another's answers
   a. Any student found cheating will receive a failing grade of 0% on that activity and will be placed on program probation.
2. Give answers to tests
3. Bringing answers into test
4. Plagiarism
5. Helping any student gain an unfair advantage in any program function
6. Falsifying any information

Confidentiality

Each patient/client has a legal right to privacy, and we are responsible for protecting that right. Respecting privacy involves not only our on-on-one interactions with the person, but also our interactions with others about the patient/client. "Confidentiality" refers to our responsibility to keep **private** matters **private.**

Eight steps to respecting and protecting confidentiality:
1. Discuss confidential medical, financial and personal matters in a private setting.
2. Safeguard all records.
3. Avoid discussing confidential information in public settings.
4. Re-direct questions about confidential matters to the person, unless authorized by the person to share such information.
5. Become the patient/client's advocate by helping others maintain confidentiality.
6. Respect a patient/client's choice not to share information.
7. There will be NO copying of patient records by any method for any reason.
8. Respect the confidential nature of all information regarding clients and the agency aas related to "Protected Health Information" in the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
9. **A BREACH OF CONFIDENTIALITY IS A CRITICAL INCIDENT.**

Program expectations for Success

Students are expected to maintain the following standards throughout the classroom and practicum sequence to successfully complete the program.
1. Be punctual
2. Follow the chain of communication
3. Maintain confidentiality
4. Follow dress code
5. Complete and submit all assignments on time
6. Adhere to program and agency policies

Progression-Readmission in the PMC Program

Students that have been enrolled in the Professional Coding program and withdrew in appropriate academic standing may be readmitted on a space-available basis. Due to rapid changes in the Professional Coding profession, the faculty reserves the right to assess the knowledge and skills of anyone who has withdrawn from the program.

Students leaving the program due to poor physical and/or mental health will be required to present a statement of health from a professional healthcare provider prior to consideration for readmission or to continue in the program.

The student who earns a final course grade of less than 78% will not be permitted to progress in the program without repeating the course. In the case of sequenced courses, this will typically require stepping out until the course is offered again, provided there is space available. The student should contact the NOMS Academic Institute Director as soon as possible to indicate when the student wishes to retake the course so arrangements can be made. The time and place of readmission shall be determined by the CPC Lead Instructor and Department Director.

1. Any student requesting to repeat any part after a two (2) year period must repeat the entire program.
2. Any changes in curriculum may necessitate repetition of the entire program regardless of time frame.
3. Each student is considered individually for readmission. It is the Director's and Lead Instructor's decision as to the student's preparedness to re-enter the curriculum.
4. After two (2) separate admissions to the program, the student will no longer be eligible to reapply.

Special Admission and Transfer

The program does not allow transfer credits to be awarded to any students from any unaccredited institution. Any student wishing to transfer from an accredited school may only be awarded credit for the following courses: Medical Terminology, and Advanced A&P. All courses are designed with AAPC standards including competency standards which all other courses are designed around. Records of transfer students and students applying for readmission shall be reviewed by the Program Director who will make the recommendations for approval to the curriculum committee. Experiential Learning Credit is not accepted.

Transfer Credit

To be awarded credit in the above mentioned classes you must provide an official transcript from the institution transferring from showing a "C" or better in the classes you are applying for credit towards. These credits must be within the past 2 years to be valid towards credit application.

Procedure for Withdraw

Voluntary withdrawal from the program may occur if a student has not met minimum requirements or for personal reasons. The student will schedule a personal conference with the Department Director. Student and administrator(s) will sign the withdrawal from. A student who withdraws in good standing will be considered for readmission upon formal request. Failure to follow correct procedures for withdrawal may jeopardize readmission in the future.

Dismissal

If the student is placed on probation and does not demonstrate the required improvement, the school reserves the right to terminate the enrollment. The student will be notified in writing of dismissal. There will be an opportunity for appeal. Probationary period does not necessarily precede dismissal in the case of one single critical incident. Inappropriate behavior resulting from use of drugs or alcohol will be reason for immediate dismissal without probation. The student who has been dismissed may or may <u>not</u> be considered for readmission.

Discrimination/Grievance Procedure

NOMS Academic Institute and NOMS Healthcare strive to protect the rights and privileges of each staff member, patient, and student. All faculty members are concerned with the development of each individual student. Realizing that school related problems may occur, the following procedure is initiated:

1. A conference with an instructor should be requested during the next work day.
2. If the problem is unresolved during the instructor/student conference, the student should request a meeting with the Program Director. This request should be made within two (2) working days of instructor/student conference.
3. If the problem is unresolved, the student shall file a written grievance with the head of Human Resources for NOMS Academic Institute fully describing the grievance within two (2) working days of unsuccessful or unsatisfactory communication with the Program Director.
4. The head of HR may request to schedule a meeting with the student. The student and students selected counsel, The Program Director and the involved faculty member may attend.
5. Should the grievance procedure not be resolved at the HR level, an opportunity for appeal to the Dean of the NOMS Academic Institute. The appeal should be sent to the Dean within (3) working days of the HR meeting, and the Dean may schedule a meeting with the student. If a meeting is performed it may be attended by those listed under procedure # four (4).

Social Media Policy

Students may not post any material that could potentially violate patient confidentiality on social media sites. Students may be subject to disciplinary action by the school and the clinical agency for comments that are either unprofessional or violate patient privacy. HIPAA and/or FERPA regulations apply to comments made on social networking sites, and violators are subject to the same prosecution as with other HIPAA/FERPA violations.

Guidelines

1. Social media includes, but is not limited to, blogs, podcasts, discussion forums, online collaborative information and publishing systems that are accessible to internal and external audiences (e.g., Wikis) through RSS feeds, video sharing, and social networks like Snapchat, Instagram, Twitter, and Facebook.
2. Postings on social networking sites are subject to the same professional standards as any other personal interactions. If you would not say something in public, you should not say it online. If you think your profile is private, remember someone can see and print this information and disseminate your posting however they choose.
3. Protect confidential, sensitive, and proprietary information. Do no post confidential or proprietary information about the school, students, clinical facilities, patients/clients, or others with whom one has contact in the role of a Medical Assistant student.
4. Online postings or discussions of specific patients should be avoided, even if all identifying information is excluded. It is possible that someone could recognize the patient to which you are referring based on the context. You cannot allude to clinical experiences as this allows for online questioning by others to which you might inadvertently release private information.
5. No student shall record or videotape instructors, or fellow students for personal or social media use without the express written permission of the faculty or fellow student.
6. At NO time shall patients/clients be videotaped, recorded, or photographed without written permission of the patient/client and/or the facility.
7. No personal phone conversations or texting are allowed at any time while in patient/client areas or in the classroom. If the student needs to respond to an emergency text or phone call during class, the student is asked to leave the classroom and respond as deemed necessary.
8. Statements made by students within online networks will be treated as fi student verbally made the statement in a public place.
9. Respect copyright and fair use. When posting, be mindful of the copyright and intellectual property rights of others and of NOMS Healthcare. For guidance seek consultation through the Federal Copyright Office website.
10. Do not use NOMS Healthcare, NOMS Academic Institute or NOMS Academic Institute Professional Medical Coder name, logos, or graphics on personal social media sites. Do not use any of the above mentioned names to promote a product, cause, or political party or candidate.

Violations of Social Media Policy

Students who share confidential or unprofessional information do so at the risk of disciplinary action including potential dismissal from the program. Each student is legally responsible for individual postings and may be subject to liability if individual postings are found defamatory, harassing, or in violation of any other applicable law. Students may also be liable if individual postings include confidential or copyrighted information (music, videos, text, etc.)

Drug and Alcohol Abuse Prevention Policy

The use, sale, transfer or possession of controlled substances, or use or being under the influence of alcohol by students on NOMS Healthcare grounds is detrimental to the environment. Compliance with this policy is mandatory for participation in the Medical Assisting program. Students may not attend class and/or their practicum site while under the influence of any substance that impairs judgment or fine motor skills, whether prescribed or not.

1. Applicants for admission shall be tested for controlled substances. Positive test results or a refusal to test shall disqualify applicants from consideration for admittance to the program.
   a. Medical Marijuana prescriptions will not be accepted
2. Reasonable suspicion drug and alcohol testing is permitted when a student is believed to be under the influence of controlled substances or alcohol while on Educational or clinical premises. Reasonable suspicion must be substantiated by objective facts and circumstances, which are consistent with controlled substance or alcohol use. Documentation of such facts and circumstances shall be submitted to the Program Director who in turn will determine whether to initiate testing. A refusal to test may be cause for disciplinary action/dismissal as described in Section Four (4) below.
3. Students must notify NOMS Academic Institute of any criminal/drug conviction, misdemeanor or felony, within five (5) days of such conviction.
4. Disciplinary action that may be imposed for violation of this policy includes, but is not limited to, placement on probation, completion of an appropriate rehabilitation program, dismissal from the program, and/or referral to appropriate law enforcement agencies.
5. Assistance programs that are available locally are:
   a. NOMS Behavioral Health   419-624-1277
   b. Alcoholic Anonymous   440-246-1800
   c. Bayshore Counseling Services   1-800-686-0088
   d. Recovery Center of Lorain County   440-324-6717
   e. Cocaine Lifeline   1-800-822-4898

Refund Policy

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1. There are 8 academic terms based on the number of classes in the program. Each term is defined by the amount of clock hours in each course. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

(1) A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee and any book fees whereby the student has redeemed the access codes associated with said book.

(2) A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.

(3) A student who starts class and withdraws after the academic term is 15% but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.

(4) A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.

(5) A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity.

Complaint or Grievance Procedure

All student complaints should be first directed to the school personnel involved. If no resolution is forthcoming, a written complaint shall be submitted to the director of the school. Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student may direct any problem or complaint to the Executive Director, State Board of Career Colleges and Schools, 30 East Broad Street, Suite 2481, Columbus, Ohio, 43215, Phone 614-466-2752; toll free 877-275-4219.

Changes in Policy

This handbook is not a contractual obligation and can be modified at any time with proper and timely notification. Students will be notified in writing of changes. At no time will changes be made that will affect graduation requirements once a cohort of students has begun the program course of study.

Instructors

Your instructors are here to help you; without you, they would have no purpose at NOMS Academic Institute. Please take advantage of their expertise by calling or emailing instructors for convenient appointment days and times. If you are having problems scholastically personally, or financially, your instructor(s) may be able to help you or refer you to someone in the organization that can help. They cannot help you if they are unaware of your needs. Our instructors are vested in your success and want you to achieve your full potential. The phone number for NOMS Healthcare is 419-626-6161.

NOMS Academic Institute Program Director
Glenn Hickman, CPPM, CMA(AAMA) – 419-626-6161 ext 4004
ghickman@nomshealthcare.com

CPC Instructor
Margie Cataldo – mcataldo@nomshealthcare.com

Lines of Communication

Medical Assisting Program students are expected to follow the chain of communication when attempting to solve problems, offer suggestions, or have questions answered, etc. This chain of communication begins with the student's instructor and proceeds as follows until the situation is resolved or the question is answered.

<div align="center">

Instructor
↓
Director
↓
Head of NOMS HR
↓
Dean of NOMS Academic Institute
↓
NOMS Board of Directors

</div>
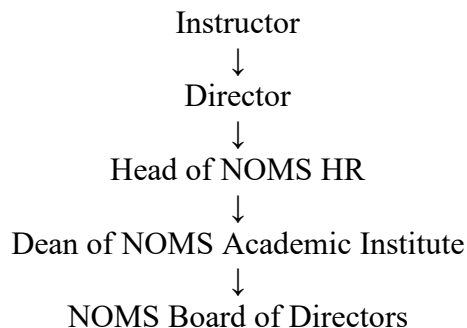
NOMS Academic Institute
Professional Medical Coder Program
Curriculum Hours

16 Week Program

Tuesday, Wednesday, Thursday
6:00pm – 9:00pm

2024 Academic Year Calendar
(Subject to change)

In-Person Cohort

Date:	Information:
March 1st, 2024	Orientation
March 5th, 2024	Program Starts
June 29th, 2024	Mock Certification Exam
July 12th, 2024	Graduation Day

<u>Agreement</u>

I, the undersigned, do hereby acknowledge that I have been provided the NOMS Academic Institute Student Handbook. I acknowledge that I have had the opportunity to read the handbook and ask any questions with answers provided based on questions asked. I acknowledge that I am subject to the information provided in the student handbook, and attest that to the best of my ability will adhere to the guidelines, rules, and requirements of the NOMS Academic Institute laid forth in the Student Handbook.

I understand based on the information provided to me that any non-compliance with the rules, guidelines, and requirements laid forth by NOMS Academic Institute, will risk disciplinary action as mentioned in the Student Handbook.

I acknowledge that I have the necessary equipment to attend NOMS Academic Institute – Professional Medical Coder Program as mentioned above. I understand that at any time I am unable to access the necessary equipment for completing course work that I will contact the NOMS Academic Institute Department Director or my instructor for assistance that is provided by NOMS Academic Institute Department for the success of my education.

_____   _____
Student Name Printed   Date

_____
Student Signature

_____   _____
Program Director Signature   Date