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# ZÖe Med-Tech Academy Catalog

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## **Message from the President**

**Welcome to ZÖe Med-Tech! You have embarked on a journey that will provide opportunities for you and your future. We started ZÖe Med-Tech because there is a need for qualified Certified Medical Assistants and Phlebotomists to work in the offices of physicians both in rural and urban areas. As a Qualified graduate of ZÖe Med-Tech you will be trained to:**

- 1. Interact with an electronic medical data base.**
- 2. Take accurate blood pressures, pules, temperatures and other vital signs.**
- 3. Take accurate heights and weights.**
- 4. Recognize deviations in trend data as it relates to growth and development of patients.**
- 5. How to use math skills to figure out correct dosing.**
- 6. How to give injections correctly.**
- 7. Draw blood correctly.**
- 8. How to provide compassionate care.**
- 9. How to have patients and parents trust you with their care.**
- 10. How to add value to practices.**

**We are committed to your education and acquisition of clinical skills. We are more committed to training you to be an active and not passive member of an ambulatory practice.**

**Ambulatory practices have many moving parts. They have to deal with third party payers to order services. They have to follow-up on lab results and follow-up with patients to ascertain how they are doing when they leave the office. Many nursing personnel only focus on getting vital signs and getting histories. That is only half of the job. The real worth of any clinical team is the ability to provide follow through with their patients when the patient leaves the office so that the patients gain confidence in their care givers.**

**ZÖe Med-Tech is not only interested in giving you skills to get a job. We want to also provide you a base to further your interest in the healthcare field. We are honored to be on the journey with you. Welcome aboard.**

**Stephanie Kong, M.D.**

# About the College

## Mission Statement

ZÖe Med Tech Academy is committed to teach and train individuals to be qualified to assist physicians in an office setting to perform those functions that are vital to the assessment and diagnosis of patients who seek care in an ambulatory setting. Having hired Certified Medical Assistants taught at other schools, Dr. Stephanie Kong decided to start her own school because the new graduates she hired lacked certain fundamental skills such as basic math that is required for dosing; understanding weights and measures; understanding the normative and non-normative implications of vital signs. The ZÖe Med-Tech curriculum has been designed not only to address the core curriculum as delineated by GNPEC but will enhance it to ensure that graduates will positively impact the practices they belong to.

The successful student will be qualified to measure and report vital signs, perform simple routine procedures and to provide immunizations and medications as ordered by the physician and or their designee.

### Rules of operation

Classroom Hours:

Monday – Thursday

DAY	9am – 1pm
EVENING	5pm – 9 pm

\*Skills Lab and on-site training will be incorporated into scheduled class hours\*

### Academic Calendar:

Orientation	
Registration	
Classes Begin	
Midterm	
Withdrawal	
Classes End	
Final Exam	
Commencement	TBA

Holiday Schedule:

Martin Luther King Jr.	January 18
Memorial Day	May 31
4 <sup>th</sup> of July	July 4
Labor Day	September 6
Thanksgiving	November 22 - 26

\*Schedules are tentative\*

TBA – To be announced

**Facility and Equipment**

The priority of ZÖe Med-Tech is to meet the needs for students currently enrolled in the programs. The facility is located at 229 Hwy 41 North Suite G in Barnesville, GA 30204 and contains the main office, classroom, lab, restrooms, and the departments lounge. Faculty, staff, and students are welcome to use the refrigerator and microwave. Facility is equipped with adequate lighting, heating, ventilation, and readily available first aid supplies.

**License and/or Accreditations:**

Medical assisting and Phlebotomy typically are not a state-licensed/certified profession and does not typically need specific credentials to practice in the field. However, medical assistants and phlebotomists can set themselves apart as highly qualified professionals with a certain degree of expertise and knowledge in the profession through voluntary national certification, which gives professional recognition and employers often seek medical assistants and phlebotomists with certification.

**President/CEO:**

Stephanie Kong, MD

**Business Manager:**

Basil Waine Kong, Ph.D., JD

**Director:**

Melvin Miller, MD, ASCP

**Instructors:**

Melvin Miller, MD, ASCP

Snavly Fenelon, FNP-C

# Program of Study and Course Description

ZÖe Med Tech will offer the following medical training programs:

1. Medical Assisting
2. Phlebotomy

Each one of these programs meet the Georgia State requirements for the following guidelines which includes:

**Medical Assistant:** In this course, the student will learn how to perform administrative and certain clinical duties under the direction of a nurse and physician. Student will also learn administrative duties which may include scheduling appointments, maintaining medical records, some billing and coding information for insurance purposes. Clinical duties student will learn may include taking and recording vital signs and medical histories, preparing patients for examination, phlebotomy and administering medications including injections under the direction of a Physician.

***Length of Course***

***8 Weeks***

***128 Hours***

Week 1 – Week 3: Phlebotomy

Provides students with the knowledge and skills needed to perform blood draws.

\*Week 1: Skills lab: Thurs (Last 2 hours of class)

\*Week 2: Skills lab: Mon, Tue, & Thurs (Last 2 hours of class)

Wed: On-Site Training at ZÖe Pediatrics (First 2 hours of class)

\*Week 3: Skills lab: Mon, Tue, & Thurs (Last 2 hours of class)

Wed: On-Site Training at ZÖe Pediatrics (First 2 hours of class)

Week 4 – Week 6: Medical Assisting Foundations & The Front Office

Teach various computer software used in health care, how to manage a patient and office schedule, the importance of patient confidentiality, various communication skills, and how to compile charts, file and manage data.

\* Week 4: In Class Training

Skills Lab: Wed & Thurs (Last 2 hours of class)

\* Week 5: In Class Training

Skills Lab: Wed & Thurs (Last 2 hours of class)

\* Week 6: In Class Training

Skills Lab: Wed & Thurs (Last 2 hours of class)

#### Week 7: Structure and Function of the Body

Educate students about the parts and structures that make up the human body and how the body systems work.

\* Week 7: Skills Lab: Tue & Thurs (Last 2 hours of class)

On-Site Training at ZÖe Pediatrics: Wed (First 2 hours of class)

#### Week 8: The Back Office & Preparing for Employment

Teach techniques for performing direct patient care, patient assessments, gathering patient's medical history, obtaining vital signs, performing treatments, how to interact with different types of patients, common uses for medications, common drug forms, drug interactions and side effects, how to calculate medication dosages, various techniques for administering medications, and proper storage and disposal of medications.

\* Week 8: Skills Lab: Mon, Tue, & Thurs (Last 2 hours of class)

On-Site Training at ZÖe Pediatrics: Wed (First 2 hours of class)

**Medical assistants** complete administrative and clinical tasks in the offices of physicians, hospitals, nursing homes, community health centers, and other healthcare facilities.

\*There will be 36 lab hours and 8 on-site training hours included in scheduled class hours\*

**Phlebotomy Technician:** In this course, the student will learn the fundamentals of bacteriology, physiology, collection of blood specimens following the color coding of the specimens, charting, and recording patient results and other lab procedures. Upon completion, the students will earn a Certificate and are eligible to take the National Certification Test in which they will earn a Phlebotomy Technician Certification (CPT).

***Length of Course***

***3 Weeks***

***48 Hours***

**Week 1 – Introduction to Phlebotomy**

Teach medical terminology, anatomy and physiology, diseases of the human body, and phlebotomy lab skills venipuncture, urinalysis, and centrifuging and processing.

\*Skills lab: Thurs (Last 2 hours of class)

**Week 2 – Phlebotomy Blood Drawing Skills and Order of Draw**

Teach processes including ensuring the comfort of the patient, proper patient identification procedures, appropriate clothing and protective equipment, proper equipment selection and use, safety and infection control procedures, preferred venous access sites, factors to consider in site selection, ability to differentiate between the feel of a vein, tendon and artery, order of draw for multiple tube phlebotomy, proper labeling procedures and completion of laboratory requisitions, and patient care following completion of venipuncture.

\* Skills lab: Mon, Tue, & Thurs (Last 2 hours of class)

Wed: On-Site Training at ZÖe Pediatrics (First 2 hours of class)

**Week 3 – Venipuncture, Capillary, Butterfly Skills**

Teach to verify patient information, locate the vein, disinfect the area, perform the venipuncture, apply pressure to the puncture area to stop the bleeding, and dispose of the needle in a biohazard container.

\* Skills lab: Mon, Tue, & Thurs (Last 2 hours of class)

Wed: On-Site Training at ZÖe Pediatrics (First 2 hours of class)

**Phlebotomists** may work in hospitals, medical and diagnostic laboratories, community health centers, nursing homes, blood donor centers, doctors' offices, and other health care facilities.

\*There will be 14 lab hours and 4 on-site training hours included in scheduled class hours\*

# **Admissions Information**

## **Orientation Program**

Orientation is mandatory. The program is designed to support new students as they begin their journey. Students will be acquainted with the facility, contracts, policies, procedures, and personnel of the institution.

### **Entrance Requirements:**

Students must be 18 years or older to participate in the program. Students must submit required documents for entry into the program. Failure to submit required paperwork will result in withdrawal from the program. Documents required for entry into the program includes:

- Picture I.D.
  
- Social Security Card
  
- High School Diploma/GED
  
- Immunization documentation
  
- Background check
  
- Drug screen

# Academic Information

## Academic Grading Policy

### Grading Policy

A = 90-100

B = 80-89

C = 75-79

D = 70-74

F = less than 70

I = Incomplete

P = Pass (equivalent to C or above)

N = No Pass

\*\*\*Students are required to pass all skills at 100% to progress towards graduation\*\*\*

\*\*\*Minimum comprehensive grade of 75% is required for successful completion of program\*\*\*

The following policy describes the determination of academic standing and the standards by which satisfactory academic progress is assessed.

### I. Grades

A. Courses use: The grading system is A, B, C, F, I, P, or N

B. Clinical use: The grading system is I, P, and N.

C. An Incomplete grade may be issued by an instructor (I) only when the major portion of a course has been completed satisfactorily but health or other emergency reasons prevent the student from finishing all requirements of the course. The instructor and student must complete an Incomplete Grade Contract, prior to submitting for an incomplete grade, detailing the completion and submission of all remaining work and specifying a timeline for completion. A Grade Change form will be completed by the instructor after submission of the work and submitted to the School Director for approval. Questions regarding this policy should be directed to the School Director.

D. Graduation Honors

Students earning a cumulative 3.50 GPA or higher will graduate with Distinction.

## E. Progression

- i. All courses must be completed satisfactorily.
- ii. Students must successfully complete all coursework as outlined to progress through clinical internships.
- iii. Personal/medical reasons for not completing Clinical internships will be evaluated on an individual basis by the faculty to determine if the student will continue through the curriculum. (Refer to I C above)

## II. Academic Standing

A. Good Academic Standing: A student is considered to be in good academic standing if he/she: (1) completes courses with a grade of 75% (C) or better and (2) passes courses and clinical internships graded as P.

B. Academic Probation: An academic standing indicating concern about the student's performance in the curriculum. This notifies the student of the faculty's concern regarding past performance. When placed on academic probation, student remains in this academic standing for the remainder of the program.

- i. A student is placed on academic probation following the attainment of one F or N on graded coursework.
- ii. If a student receives an F/N grade in a course, the student is withdrawn from the program. The student must repeat failed program when offered in the subsequent academic year at own expense.
- iii. Student is also informed of risks of dismissal from the program if future performance is not improved.

C. Dismissal: A student may be dismissed if:

- i. Receive an F/N grade in class;
- ii. Disruptive Behavior;
- iii. Being under the influence of drugs or alcohol;
- iv. Inappropriately dressed;
- v. Cheating;
- vi. Excessive absences

A student may be removed from the School without previous warning at any time.

## Financial Information

\$50.00 Non-Refundable Application Fee

	<u>Tuition</u>	<u>Deposit Required</u>	<u>Program Length</u>
Medical Assisting	\$1750.00	\$700.00	8 Weeks

*STUDENTS ARE ENCOURAGED TO TAKE THE NATIONAL EXAM*

\$155.00 NATIONAL EXAM                      \$50.00 SITTING FEE                      REGISTRATION IS ON-LINE

Phlebotomy Technician	\$800.00	\$300.00	3 Weeks
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*STUDENTS ARE ENCOURAGED TO TAKE THE NATIONAL EXAM*

\$155.00 NATIONAL EXAM                      \$50.00 SITTING FEE                      REGISTRATION IS ON-LINE

**\*Textbook and Training Supplies will be provided**

**\*Students will be responsible for purchasing a pair of scrubs**

# Student Information

## Enrollment and Tuition

**1. COST:** The cost of the Medical Assistant program is \$1700.00 for days and evenings. Textbooks included. Processing Fee: \$50.00. (Non-refundable); The cost of the Phlebotomy Technician program is \$700.00 for days and evenings. Textbooks included. Processing Fee: \$50.00. (Non-refundable)

**11. Comprehensive Final Exam:** The student is allowed one attempt as established by ZÖe Med Tech Academy to successfully complete the comprehensive final exam at no additional cost. However, a fee of \$50.00 must be paid for testing a 2<sup>nd</sup> attempt, after that the student will have to repeat the class at full cost.

**111. Time Requirement:** The minimum training time as established by ZÖe Med Tech Academy must be satisfied prior to sitting for the comprehensive final exam. If time has to be made up, the student will be worked into subsequent groups as time and space allows. The student must keep ZÖe Med Tech Academy informed as to their availability.

**1V. Conduct:** ZÖe Med Tech Academy reserves the right to refuse entry to classroom or comprehensive final exam due to disruptive behavior, being under the influence of drugs or alcohol, and inappropriate wardrobe.

**V. Refund:** If student cancels within three business days after signing a contract, and does not sit for a day of class, the student is entitled to a full refund. If student cancels after three business days of signing a contract prior to the start of class, and does not sit for a day of class, the student is entitled to a full refund (minus the application fee). If a student cancels after classes have started, refunds will be determined based on the proration of tuition and percentage of program completed at the date of formal withdrawal up to 50% of the program after which no refund of tuition will be granted.

**V1. Validation:** To be enrolled, the students must present two forms of legal identification, one of which must be a picture ID for example, driver's license, passport, Birth Certificate, Social security Card.

**V11. Payment Options:** A minimum of 30% is due upon registration. The remaining balance is due Friday before taking final exam. Final payment cannot be made in a form of a check.

**V111. Make- up Policy for Sessions Not attended:** When absences occur after a student has already started a program. The program director reviews the cases and determines if the absence warrants a make-up session.

**1X. Class Attendance Policies:** The student will attend classes at scheduled times. The student will be terminated from the medical assisting program due to excessive absences such as 3 or more absences or 5 tardies and phlebotomy program with 2 or more absences or 3 tardies, whether excused or unexcused(only special cases will be reviewed by the director).

## **Complaint/Grievance Procedure**

### **1. Introduction**

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will tell the Director. The director will decide how to investigate and monitor outcomes.

### **2. Making a suggestion**

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Manager or their Deputy.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that ZÖe Med-Tech Academy as a company needs to consider you can send it to:

Director  
ZÖe Med-Tech Academy  
229 Hwy 41 North  
Suite G  
Barnesville, GA 30204  
Phone: (706) 780-1700  
Fax: (706) 221-7128  
Email: [info@zoemedtech.com](mailto:info@zoemedtech.com)

### **3. Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

ZÖe Med-Tech Academy assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

### **4. Who can complain**

Anyone affected by the way ZÖe Med-Tech Academy provides services can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organization to act as an advocate for you.

### **5. How you can make a complaint**

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative  
*where someone complains orally, we will make a written record and provide a copy of it within 3 working days*
- by letter
- by email

Director:

Shantelise Dickey

ZÖe Med-Tech Academy

229 Hwy 41 North

Suite G

Barnesville, GA 30204

Phone: (706) 780-1700

Fax: (706) 221-2178

Email: [info@zoemedtech.com](mailto:info@zoemedtech.com)

## **6. Anonymous complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

## **7. Responsibility**

The Director has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

## **8. How we handle complaints**

The Director of ZÖe Med-Tech Academy will investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

## **9. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## **10. Further steps**

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the CEO at:

ZÖe Med-Tech Academy  
229 Hwy 41 North Suite G  
Barnesville, GA 30204  
Phone: (706) 780-1700

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Georgia Nonpublic Postsecondary Education Commission (GNPEC) and ask for it to be reviewed.

You can contact the GNPEC at:

State of Georgia  
NONPUBLIC POSTSECONDARY EDUCATION COMMISSION  
2082 East Exchange Place  
Suite 220  
Tucker, Georgia 30084-5305  
Tel: (770) 414-3300  
Website: [gnpec.georgia.gov](http://gnpec.georgia.gov)

*NB: The GNPEC will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.*

### **Remediation**

Students who do not have enough points to pass the class will have the opportunity to take a remediation exam on the lowest scored exam. The exam score will be averaged 50/50 with the original exam and that score will replace the original score. Students will be offered academic resources such as additional reading assignments, content slides, videos, or meeting with the instructor for remediation. Only the students with a potential to increase their score above a minimum passing grade will be allowed the opportunity to remediate. Students that fail the remediation will be allowed to reapply for the course at the next available offering if eligible.

### **Transfer Credit**

Transfer of courses of independent study, internship, or practicum will be determined by the appropriate department at ZÖe Med-Tech and may be restricted both in number of units and in degree applicability. Certificate-only credit is not eligible for transfer.

### **Graduation Requirements**

Students must satisfactorily complete each of the required courses in the program by receiving all applicable credits and earning a passing grade. Phlebotomy Technician Certification (CPT): Each candidate for the CPT certification must be able to provide evidence that he/she has successfully performed a minimum of thirty (30) venipunctures and ten (10) capillary sticks on live individuals.

## Obtaining Grades and Transcripts

Before a transcript can be issued, you must clear any financial obligations. Verify that grades/degree status a Director

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229 Hwy 41 North

Suite G

Barnesville, GA 30204

Phone: (706) 780-1700

Fax: (706) 221-7128

Email: [info@zoemedtech.com](mailto:info@zoemedtech.com)

re current prior to requesting transcripts. If you order a transcript without checking your records and your transcript is wrong, you are responsible for reordering and paying any fees associated with your transcript order. Unless otherwise specified, transcripts are processed within 3-5 business days. Rush transcripts may be available for an additional \$20.00 fee per order and mailed no later than the following business day.

## Learning Resource System

Accessible text, media, and other digital assets that helps teachers teach and students learn the concepts outlined in the curriculum to ensure that students are actively involved in their learning.

## Employment Assistance

ZÖe Med-Tech will make every attempt to assist eligible graduates in job placement.

Preparation includes, but is not limited to:

- Resume preparation
- Job search resources
- Dressing for success
- How to attack the job market
- What to expect in an interview
- Interviewing skills and techniques
- Employment negotiation, and more.

ZÖe Med-Tech cannot guarantee each student a job or a specific wage rate, but will work diligently to provide appropriate leads and arrange specific interviews.