Health Professions Information Session Narration

1. **Welcome** to the Information Session for the Health Professions Programs at Richland College.

2. **Thank you** for completing our Prospective Student Data sheet. We don’t share your contact information, but we may follow up with you if we don’t see you soon. The other information you provided helps us determine which marketing strategies are most effective for us. Student success is a top priority at Richland College. In Health Professions, our mission is to provide students with quality, affordable and accessible healthcare education and training to produce job-ready individuals who fulfill the needs of healthcare employers and the community. We develop programs and curricula in partnership with healthcare employers to be sure we are providing completers with the knowledge, skills, and behaviors required for students to be successful in the healthcare workforce. This session will provide you with the information you need to get started in one of our Health Professions programs.

3. **Agenda:** The presentation will give you an overview of each of the careers, show you where to find information about coursework for each program, explain the clinical experiences we offer, and answer many questions frequently asked by students. *such as how long does it take, how much does it cost, what financial aid is available, what’s the application process and admission requirements, what do I get when I finish, and what are the job prospects.* At the end you’ll see the best way to contact us in case you have additional questions.

4. **Programs & Curriculum:** Health Professions Programs meet the training and employment requirements in specific entry-level healthcare occupations that do not require a college degree. We offer both administrative and clinical programs, so whether you want to work in an office or clinical setting, Richland College offers a variety of Health Professions Programs to meet the employment trends in our local healthcare arena. Most programs require a high school diploma or GED, with several programs requiring national certification and/or state licensing for employment.

5. **This Session:**
   - Health Professions programs at Richland are non-credit certificate programs. That means they are located in our Continuing Education and Workforce Development Department, cannot be counted toward a degree, and are funded differently than credit courses. Other community colleges might offer the some of the same programs for credit, but their coursework probably would not transfer either, because they are preparing students for work – not for an advanced degree.
   - “Non-credit” does not mean the courses are easy!
   - Our courses are scheduled as fast-track classes. They typically meet in 4-hour sessions, two or three times a week – morning, afternoons, or evenings. Some courses are offered on Saturdays, and many are available in an online option. This scheduling flexibility allows students to complete a course more quickly than the traditional 16-week semester schedule – sometimes without even coming to campus! Most students are able to complete 3 to 6 classes in one semester. Each certificate requires several classes.
   - Pay as you go means you only pay for each class at the time you register for it – you **don’t pay for or commit to future classes until you’re ready to take the next one**.
   - Fast track classes and pay as you go give you options to take classes at a time and pace that are convenient and affordable for you.
6. **Career Overviews:** Let’s start by taking a brief look at each of the careers that you may pursue through Health Professions at Richland.

7. **Community Pharmacy Technician:**
   **Slide Info:**
   Community Pharmacy Technicians work in retail pharmacies under the supervision of a licensed, registered pharmacist.
   Duties include:
   - Processing prescription drug orders
   - Compounding medications
   - Issuing medications to patients
   - Medication record maintenance

   **Narration:**
   When you visit a retail pharmacy, you often are served by the community pharmacy technician. These techs take your prescription – in person or by phone, verify your insurance coverage, prepare your medication, and take your payment. They are also qualified to compound non-sterile medications. Retail pharmacies might have 3 to 5 pharmacy technicians working with each pharmacist. Techs provide an important role in extending the services of the pharmacist.

8. **Institutional Pharmacy Technician:**
   **Slide Info:**
   Institutional Pharmacy Technicians work in hospital pharmacies under the supervision of a licensed pharmacist.
   - Processing medication orders
   - Dispensing medications
   - Inventory management
   - Filling and maintaining unit dose carts
   - Preparing sterile and compound products

   **Narration:**
   Institutional Pharmacy Technicians rarely interact with patients -- but work as part of the healthcare team in a hospital’s inpatient pharmacy or in other institutional settings. They provide many of the same services as a community technician and have additional duties specific to that setting. For example, they fill and maintain automated dispensing machines or the medication carts on the nursing units. Institutional Pharmacy Technicians must also be qualified to prepare chemotherapy drugs and to compound sterile products for intravenous administration. Those duties require certification under federal guidelines contained in USP 797. Because the Richland College Institutional Pharmacy Technician Program is accredited by the **American Society of Health System Pharmacists**, completers of our program meet that qualification standard.

9. **IV Certification and Sterile Compounding for Pharmacy Techs:**
   - This course prepares pharmacy technicians to perform IV admixture of sterile products using proper aseptic technique and processes that are in compliance with current USP 797 standards. Course lecture content and exams are delivered online, with 56 hours of live laboratory skills practice and assessment.
   - RLC now also offers weekend refresher courses for 40 hours of CE credit, for those who already perform IV admixture and need only to be tested in order to successfully gain the National IV Certificate. The course entails 24 contact hours of online lecture content and exam, along with 16 hours of live laboratory skills practice and assessment delivered in one weekend.
10. **Medical Assisting**  
**Slide Info:**  
**Medical Assistants typically:**  
– Perform administrative duties  
– Schedule appointments  
– Maintain patient files  
– Prepare reports  
– Design office procedures  
– Do billing and collecting  
– Prepare patients for exams  
– Aid physicians during exams and treatments  
– Take vital signs  
– Give injections  
– Draw blood  
– Prepare lab specimens  

**Narration:** Typically, we think of medical assistants working mainly in physicians’ offices. While that is still a primary source of employment for medical assistants, there are new employment opportunities in the local healthcare community. Outpatient clinics affiliated with hospitals in the Dallas area are now hiring Medical Assistants to work in areas that were previously staffed by LVNs. Urgent care and surgery centers also hire medical assistants in patient check-in, clinical or recovery areas.

11. **Medical Office Technology**  
**Slide Info**  
– Schedule appointments  
– Prepare reports and letters  
– Design office system procedures  
– May do billing and collecting  
– Conduct in & out-patient surgery scheduling  
– Organize and maintain paper or electronic files  

**Narration:**  
The Medical Office Technology program includes seven of the courses from our Medical Assisting Program. It prepares students to work in the front office of a doctor’s office, group practice or clinic. Students may continue in the Medical Assisting program if they choose, after submitting the appropriate application and immunization records to the Program Coordinator. Currently, the [Department of Labor](https://www.dol.gov) Employment predictions indicate a 41-42% increase in demand for front office personnel in medical settings, specifically medical office secretaries.

12. **Medical Billing & Coding for the Medical Office**  
**Slide Info**  
– Classify health information to obtain insurance reimbursement for the healthcare provider’s expenses  
– Review documents for completeness and accuracy  
– Conduct proper filing of patient records  
– Develop an understanding of insurance claims processing, including Medicare and Medicaid  

**Narration:**  
Medical Billing & Coding is a very detailed oriented occupation, also requiring good organizational skills. Typically, patient contact is limited to occasional phone conversations to answer patients’ questions about their bills or insurance payments, or to provide patient record information. Our program trains students to work in physicians’ offices, group practices, and clinics.
13. **The Medical Practice Manager**

   **Slide Info:**
   Medical Practice Managers oversee the administrative and/or clinical areas of physician offices, urgent care centers, surgery centers, and related health care organizations. Duties include:
   – Personnel management
   – Marketing relations
   – Accounting
   – Billing and coding
   – Policies and procedures
   – Technology maintenance
   – Project management
   – Compliance with regulatory agencies
   – Other administrative functions for the organization

   **Narration:**
   The Medical Practice Manager is another of our medical programs that Health Professions offers. This program was designed to offer Medical Assistants, nursing majors, or billing and coding professionals an opportunity to become office managers in a health care setting. It also prepares those with business experience to move into the healthcare industry. Richland’s program is the first in the US to be approved by **PAHCOM, the Professional Association of Healthcare Office Management**. Students who successfully complete this program are eligible to sit for the national **Certified Medical Manager Apprentice Examination**.

14. **Phlebotomy Technician**

   **Slide Info:**
   **Phlebotomists work in:**
   – Hospitals
   – Physician offices
   – Group practices
   – Independent laboratories
   – Health maintenance organizations
   – Public facilities

   **Duties include:**
   – Drawing blood
   – Preparing specimens for storage or testing
   – Assembling equipment & identify patient
   – Interviewing and screening donors at a blood bank

   **Narration:**
   Phlebotomists collect blood from patients for laboratory testing in hospitals, clinic, or in a mobile setting. As a phlebotomist, you will be trained in the proper order of draw and patient identification practices, preparing specimens for storage, and maintaining the phlebotomy lab areas. Also, if you’ve ever donated blood at a blood bank, you’ve met those phlebotomists who have had additional training for those duties.
15. IT Support Specialist:

Slide Info
Healthcare IT Specialists work in the clinical setting supporting staff regarding hardware and software issues. Information Technology Support Specialists have the knowledge of:
- PC equipment
- Basic software systems
- An understanding of healthcare ethics & privacy
- Ability to communicate healthcare & technical information in a clear and concise manner

Narration:
One of our newer programs is the Healthcare IT Support Specialist. This position may also be called a Help Desk or Computer Support position. When you have computer hardware or software problems, these are typically the people you will call for support. These specialists repair hardware problems, replace equipment, answer basic software questions, update software security and licensing, answer technical questions and understand the privacy issues in a clinical setting. These positions may be found in almost every healthcare area with a computer system including pharmacies, urgent care facilities, hospitals, physician practices, surgery centers and stand-alone clinics.

16. Healthcare Software Analyst

Slide Info:
Healthcare Software Analysts are functional software designers who assist in developing technical and operations requirements for healthcare applications programmers. They understand
- Workflow of a clinical setting
- How to enhance efficiency on the system
- Understand the healthcare business drivers related to information technology

Narration:
As a Healthcare Software Analyst, you will be the bridge between the clinical staff and the programmer. These positions focus on project management and overseeing the functional software design process, enhancing system efficiency and understand the healthcare business as well as the engineering components. This program does require a Bachelor of Computer Science Degree.

17. Health Information Technology

Slide Info
Students may focus on either of the two programs
- Practice Workflow and Information Management Redesign Specialist
- Implementation and Technical Support Specialist

Slide and Narration:
The Office of the National Coordinator for Health Information Technology describes a health IT professional as someone who is qualified to support the adoption and implementation of Electronic Health Records (EHRs) information exchange across health care providers and public health authorities, and the redesign of workflows within health care settings to gain quality and efficiency benefits of EHRs. Upon completion of one of the HIT Programs, individuals will be eligible to sit for the HIT-PRO COMPETENCY EXAM. Program completers will find employment with healthcare institutions, physician offices, health information exchanges, consulting firms, or vendors of Electronic Health Records. Average salaries vary according to the position and previous work experience. The Department of Bureau and Labor statistics is still gathering compensation information, as this is an emerging field.
18. **CEUs**: The Health Professions area also offers courses for individuals in to receive their continuing education units after being certified or licensed. CEU courses will be offered for IV refresher courses, phlebotomy and medical assisting refresher courses, coding updates, and CPR. Check the Richland College online Continuing Education class schedule each semester for current course offerings.

19. **Class Schedule**: There will continue to be a printed Continuing Education Class Schedule. “The Training Source,” is available to students visiting the campus. The hard copy schedule will contain the Health Professions class schedules, including days, dates, times & tuition. The Richland College Web site will provide course descriptions and schedules. The Health Professions Web site also includes program & course descriptions. And always remember: the online schedule will always have the most up-to-date class schedule information. [www.rlc.dcccd.edu/ce](http://www.rlc.dcccd.edu/ce)

20. **Accreditation & Certification**: It’s important to understand the accreditation status of the college and program you attend. And you want to know if a certification exam is available in your field of study. These terms can be confusing. One way to make the distinction is to remember that colleges and programs are **accredited, and people get certified**. And don’t be confused by the term “accreditation” it’s not related to credit or non-credit courses.

21. **SACS**: Richland College and the DCCCD are accredited by the **Southern Association of Colleges & Schools Commission on Colleges. SACS** is a regional accreditation agency that accredits two and four year colleges and universities in the southern part of the United States.

22. **ASHP**: The Institutional Pharmacy Technician Program is accredited by the **American Society of Health Systems Pharmacists (ASHP)**. To work in Texas, all technicians are required to pass the Pharmacy Technician Certification Board Exam which is a national certification. Once certified, technicians must complete a registration process with the **Texas State Board of Pharmacy**. Richland students begin the registration process for the **TSBP** at the beginning of the program by registering as a Technician Trainee. Once a student passes the **PTCB Exam**, the **TSBP** registration can be changed from “Trainee” to “Technician.” Students are then ready to work as a Pharmacy Tech. National certification travels with you, and each state may have other requirements. For more information regarding certification and registration, go to the **PTCB** and **TSBP** Web sites listed on this slide. [www.ptcb.org](http://www.ptcb.org) and [www.tsbp.state.tx.us](http://www.tsbp.state.tx.us)

23. **Medical Assisting Certification**:  
   **Slide Info:**  
The Certified Medical Assisting Program is accredited by the **Commission on Accreditation of Allied Health Education Programs (CAAHEP)** on recommendation of the **Curriculum Review Board of the American Association of Medical Assistants’ Endowment (AAMAE).**

   **Narration:**
   - Richland’s Medical Assisting completers are eligible to sit for the **Certified Medical Assisting Exam.**
   - The **CMA** credential is preferred by many employers and required by some. For more information on the **Association of American Medical Assistants**, and accredited schools, visit their website at [www.AAMA-NTL.ORG](http://www.AAMA-NTL.ORG)
24. **Additional Medical Programs Certifications:**

- Our phlebotomy students are encouraged to take the *Board of Registry of the American Society of Clinical Pathologists (ASCP)* certification exam. Some employers prefer to hire ASCP certified phlebotomists, and some pay a higher salary to certified employees. [www.ascp.org](http://www.ascp.org)
- Billing & Coding students sit for the **Certified Professional Coders exam**, which is sponsored by the *American Academy of Professional Coders, the AACP*. [www.aapc.com](http://www.aapc.com)
- Medical Practice Management completers are eligible to sit for the national **Certified Medical Manager Apprentice Examination** offered through the *Professional Association of Healthcare Office Management*.
- All of these national certifications will travel anywhere within the United States. [www.pahcom.com](http://www.pahcom.com)

25. **Clinical Externships:** Acquiring clinical experience during your training is an important feature of any program. It provides the student an opportunity to apply classroom learning to the work setting. It also gives the employer a chance to see how you perform as a potential employee. Let’s look now at the clinical experiences that Richland provides its Health Professions students.

26. **Pharmacy Tech Externships:**

- After successfully completing all of the first 5 courses under the **Community Pharmacy Technician Program**, students will be eligible for placement in a retail pharmacy for a 128-hour externship. Students who successfully complete the Community program may continue studying for the Institutional certificate.
- After completing an additional 5 courses for the Institutional Pharmacy Tech Programs, students are placed in a local hospital pharmacy for a 144 hour experience.
- Although a few retail pharmacies allow students to attend evenings and weekends, it’s preferred that students be able to attend during regular daytime business hours Monday thru Friday. Hospitals will only accept students on weekdays on first shift.

27. **Medical Programs Externships:**

- The **Medical Assisting Program** offers an administrative and clinical externship of **160 hours**. Students are eligible to be placed in a physician’s office, group practice or clinic.
- Our **Phlebotomy** students are eligible for placement in hospital laboratory service, CLIA approved lab, or a commercial lab for a **120-hour** externship.
- Health Professions’ **Medical Practice Manager Program** offers a clinical externship of **128 hours** in a doctor’s office, group practice or clinic as well.

28. **Externships Questions:**

- One of the first questions regarding the externships is always, “**Do I have to find my own externship site?**” We have many sites for each program and work with the sites to place students in a positive work environment to gain experience and confidence as part of the training process. Externships might be considered a “job audition.” Students are often offered positions, and/or recommendations and referrals for employment as a result of the clinical experience.
- Externships are always unpaid. Students register and pay for the externship, just as any other class.
- Students are not paid by the site, and may not extern at a site where they are employed.
29. **Externship Requirements:**

Before a student can be assigned to the clinical experience, we have to assure that the student has met all of the following requirements.

- Successful completion of all required courses means a passing grade of A, B, or C and 90% attendance in each class.

- Texas requires documentation of immunity to Measles, Mumps, Rubella, and Varicella (which is chickenpox). All students must have proof of a Tetanus/Diphtheria/Pertussis booster within the last 10 years, as well as Bacterial Meningitis if under the age of 30. **All students in the Medical Assisting, Phlebotomy Tech and Institutional Pharmacy Tech must complete all three shots in the Hepatitis B series prior to clinical classes or externship.** Since it takes 6 months to complete the Hepatitis B series of three injections, it is important to start the shots immediately if you are considering those programs and have **not previously completed the immunization series.** Please note that all students who’s program requires the Hepatitis B immunization will be required to provide proof that they have taken the first immunization injection before we will authorize registration for the first class or classes.

- A TB test is also required. Richland College’s Health Center offers free TB tests to all students.

- Some locations will also require a flu injection and/or H1N1 injection during flu season, unless a documented allergy is noted by a licensed medical practitioner.

- The **American Heart Association CPR for Healthcare Providers** is a requirement for clinical classes as well as for the hospital experiences. Richland offers several CPR courses each semester.

- Students will also be required to complete a drug screen and criminal background check as an additional out-of-pocket expense. Please note that convicted felons may not be eligible to work in healthcare. Prospective students for Pharmacy Tech with certain felony or misdemeanor convictions (especially any type of drug conviction) may not be eligible to register with the **TSBP** – which means no externship or employment.

- All Pharmacy Tech students are required to submit to a finger-printing process as part of the TSBP trainee registration process. This process is begun shortly after the start of the semester, for which there is an out of pocket expense of about $50.

- Once all requirements are met, students will register and pay for the externship and liability insurance. Liability Insurance is insurance that the DCCCD provides coverage for all students and employees in the event of injury. Students who are registering for a clinical class or externship off campus are required to make a copayment. The cost of the insurance is $18.13 for the Fall semester, $11 for the Spring semester, and $5 for the Summer semester. Coverage stays in effect until the following August 31st. The Liability Insurance co-pay is included in the tuition for students’ convenience.
30. **Tuition & Program Length**: Students always want to know: How long does it take? How much does it cost? What financial aid is available?

31. **Pharmacy Tech Cost & Length**: This chart shows tuition for the Community and Institutional Pharmacy Technology certificates. Students can complete the community certificate program in 1-2 semesters. It’s typically offered every semester. The Institutional program requires completion of the Community portion of the program, followed by 1-2 additional semesters of Institutional classes and practicum. Notice that the tuition for Institutional includes the Community Pharmacy Tech tuition. Pharmacy Tech students attend the program in a cohort, a group of students who start together and work their way through the program on a pre-set schedule. The Institutional program is offered in the evenings only during the fall and spring semesters.

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>COST</th>
<th>LENGTH</th>
</tr>
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<tbody>
<tr>
<td>Community Pharmacy Technician</td>
<td>$1,792</td>
<td>1-2 Semesters</td>
</tr>
<tr>
<td>Institutional Pharmacy Technician</td>
<td>$3,424</td>
<td>2-3 Semesters</td>
</tr>
<tr>
<td>IV Certification for Pharmacy Technicians</td>
<td>$606</td>
<td>2 Months</td>
</tr>
</tbody>
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32. **Medical Programs Cost & Length**: This chart indicates tuition for the Medical Assisting and related programs. Most Medical Assisting students complete the program in 12-18 months, depending on individual schedules. Completion of other programs depends on when you begin and how frequently you can attend classes.

<table>
<thead>
<tr>
<th>Program</th>
<th>Tuition</th>
<th>Full Time</th>
<th>Part Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Assisting</td>
<td>$4,019</td>
<td>12 Months</td>
<td>18 Months</td>
</tr>
<tr>
<td>Medical Office Technology</td>
<td>$1,953</td>
<td>10-12 Months</td>
<td>12-18 Months</td>
</tr>
<tr>
<td>Medical Practice Manager</td>
<td>$4,000</td>
<td>1 Year</td>
<td>2 Years</td>
</tr>
<tr>
<td>Insurance Billing &amp; Coding for the Medical Office</td>
<td>$2,304</td>
<td>9-12 Months</td>
<td>1 Year</td>
</tr>
<tr>
<td>Phlebotomy Technician</td>
<td>$1,644</td>
<td>7-9 Months</td>
<td>1 Year</td>
</tr>
</tbody>
</table>
33. **IT in Healthcare Programs**: This chart indicates tuition for the Healthcare Informatics programs. Students may complete the certificate programs in a minimum of 7 - 9 months on a full-time basis or approximately 12 months on a part-time basis. Completion of other programs depends on when you begin and how frequently you can attend classes.

<table>
<thead>
<tr>
<th>Program</th>
<th>Tuition</th>
<th>Full Time</th>
<th>Part Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare IT Support Specialist</td>
<td>$2,150</td>
<td>7-9 Months</td>
<td>12 Months</td>
</tr>
<tr>
<td>Healthcare Systems Analyst</td>
<td>$2,465</td>
<td>7-9 Months</td>
<td>12 Months</td>
</tr>
</tbody>
</table>

34. **Additional Costs:**
- Textbooks are required for most courses, and students should be aware that financial aid for these programs does not include money for textbooks. Books may be purchased or rented at Follet’s Bookstore on campus or online, at other off-campus bookstores, or from other online sellers. Used books are often available. Whatever source you use, be certain that you’re getting the correct text. It’s difficult to return books once the class has started. Health Professions Program Coordinators will provide students with a current booklist upon program admission.
- Medical Assisting and Phlebotomy Tech students will need at least 1 set of scrubs and lab coat for clinical classes with white tennis shoes as well.
- Pharmacy Tech students will need a lab coat for both externships.
- All externships and some classes will require the Liability Insurance. Please remember that the insurance coverage ends with the academic year (August 31st).
- All externships require a drug screen and criminal background check at a total cost of approximately $85 for both.
- Pharmacy Technician students must also complete fingerprinting at a cost of approximately $50.
- Any registration and/or membership fees for national certification exams. Students are responsible for these additional costs.

35. **Financial Aid**: Continuing Education students may apply for the **Texas Public Education Grant, or TPEG**. The TPEG offers $1500 per academic year (Fall, Spring and Summer) pays for tuition only, and is based on need. All prospective HP students are encouraged to apply for the TPEG! Financial Aid requires that students complete and submit the FAFSA application online. The online application has detailed instructions and will require last year’s income tax information. Once you have received your Student Aid Report from FAFSA, you may ask your Program Coordinator for assistance in completing the TPEG form the first time you apply. Once completed, return the form to the Financial Aid Office in Thunderduck Hall to be processed. Your TPEG application should be processed at the time you submit it. Once approved, you may take your signed registration form to the Continuing Education Department and register for your classes. The entire process usually takes 2-3 weeks during peak registration. It may take less time for those that apply during the semester and those that have already had their FAFSA processed.
36. **Additional Funding Options:**
   - Some prospective students may qualify for additional funding through the Texas Workforce Commission through the TAA, the Trade Adjustment Act, which is for those who have lost a job in manufacturing or because your employer moved your job to a foreign country.
   - The **DARS Program (Dept. of Assistive & Rehabilitative Services)** sponsors any person who has any type of documented disability. DARS currently sponsors their clients for all of our Health Professions programs here at Richland College.
   - The **WIA Program (Workers Investment Act)** in Dallas County currently sponsors our Medical Practice Manager, and Healthcare Informatics Programs in Health Professions. They work primarily with those that have been phased out of their jobs due to technology advances, as well as those that are currently unemployed or under-employed.
   - If you think you may qualify for any of these programs, we recommend that you go to the TWC office nearest to your home and ask to speak to a case manager to find out if you qualify.

37. **Additional Funding Options:**
   - The **Veteran’s Administration** has approved all of our Health Professions Programs at Richland College for Veterans and dependents who are eligible for **VA Education Benefits**.
   - The **Working Wonders Program** is for single mothers who are attending the Institutional Pharmacy Technician, Certified Medical Assisting, and the Medical Practice Manager Programs. Working Wonders will loan textbooks to eligible students.
   - The **Gender Equity Program** is for men who wish to pursue the Certified Medical Assisting Program. This program will loan textbooks to those students who qualify. For more information regarding these programs, please contact these resources directly with the contact information listed on this slide.

   **Contact Information:**
   - Veterans Affairs—972.238.3778
   - Working Wonders/Gender Equity—972.238.6259
   - Or visit them in El Paso Hallway, Room E082

38. **Application & Admissions:** By now you’re wondering, “**What is the application process? What are the admission requirements?**” Let’s get started!

39. **Admission Timeline:**
   - Applicants for the **Pharmacy Technician Program** should complete the application process at least 3 weeks in advance of the new semester. Students start together at the beginning of each semester and progress through the program together following a morning or evening schedule. Classes are scheduled in the morning from 8:30 am to 12:30 pm, Monday – Friday or in the evening from 6:00–10:00 pm, Monday through Thursday. Some Pharmacy Tech courses are available in an online format as well.
   - Application for the **Medical Assisting and other medical programs** may be made at any time. There are multiple entry dates throughout the semester. Some classes are offered afternoons, Saturday and online classes are available as well.
40. **English for Speakers of Other Languages:**

   **Narration:**
   The MultiCultural Center assesses prospective students on verbal and written communication skills in English. These skills are critical in **Allied Health Professions** in order to effectively communicate with patients and other members of the healthcare team.

   – To this end, English language assessments for reading, writing/grammar and listening/speaking may be required for students who have not previously taken credit college-level course work in the United States.

41. **Entrance Requirements:**

   – Students may start certain classes at age 17 but must be 18 at the time of the externship or before they register for clinical classes.

   – Because the **Texas Higher Education Coordinating Board** tracks the success of our pharmacy technician, medical practice manager and medical assisting students in finding jobs, we want those students to be eligible to work in the United States before they finish the program.

   – All students must demonstrate that they have basic computer skills. You can provide transcripts as proof of these skills or you can take a free assessment on campus. If you need additional computer training, there are short courses at Richland, and TPEG money may be used for tuition. These skills are important for success in the classroom as well as on the job.

   – All students must be able to read, speak and understand English at a level for success in college and on the job. Requirements for math and writing skills vary with the program. If you have college transcripts – even unofficial ones – bring them with you when you come to meet with us.

   – Those prospective students who have never completed credit college course work will be referred for a free assessment on our campus.

42. **What Happens If I Do Not Meet Admission Requirements?** Please be aware that while the Health Professions programs are offered through Continuing Education, much of the course work is at a level equivalent to credit college classes. For this reason, students may need developmental or ESOL classes in order to increase success in the Health Professions courses, and to help attain the skills necessary to be successful. These requirements follow Richland College’s strategic priority for Student Success.

43. **Certificates of Completion:** So, now that you know what it takes to get started, let’s look at what you get when you finish.

44. **Certificates of Completion:**

   – At the end of each program, students may request a Block Certificate through the Continuing Education Division in Thunderduck Hall, Room T160. When you look at the courses required for each of the medical programs, you’ll see that some certificates differ only by one or two courses. So it’s possible to receive one block certificate, take a few more classes and receive an additional certificate.

   – Pharmacy Technicians students will receive a block certificate at the completion of the Community Program and another block certificate for completing the institutional program. The Institutional Program Certificate includes the logo of the **ASHP** so that employers will know the completer is IV certified.

   – Please remember that successful completion requires a passing grade of A, B, or C and 90% attendance in each class.
45. **Employment:** Finally, you want to know about jobs. That’s why you’ve visited our Web site today! What are the opportunities for employment and advancement? What specific skills do positions require? And what do they pay?

46. **Employment Information:**
   – Richland’s completers in Medical Assisting and Pharmacy Tech have close to 100% job placement.
   – The **Bureau of Labor Statistics** predicts Texas will need 1,640 Pharmacy Technicians each year through 2018.
   – Medical Assisting is ranked #5 as the fastest growing profession in Texas.
   – Pharmacy Technician is ranked as #7.
   – 41-42% increase in job demand for medical office assistants.

While Richland College and Health Professions does not promise job placement, we do know that Richland’s completers in our Medical Assisting and Pharmacy Tech programs have close to 100% job placement. Texas expects us to account for any students who have completed these programs and not found employment – so we track their success.

   – You can Google the Web site and follow the links to see more **Bureau of Labor Statistics** employment predictions.  [http://www.acinet.org/acinet/](http://www.acinet.org/acinet/)

47. **Pharmacy Tech Salary & Advancement:**

   **Slide information**
   – Hourly rate with 1 year or less experience is $15.86 – $17.45 (per hour)
   – Certified by PTCB and state registration
   – Patient-centered care behaviors
   – Pass polygraph test, spelling and math tests
   – Basic computer skills, able to learn new software
   – Demonstrate knowledge of equipment, drugs, medical terminology

   – Retail Pharmacy Technicians can expect to start at $10-12 per hour

   **Narration:** We show information regarding salaries, advancement, and position requirements from the Parkland Hospital Web site – simply because they provide these details more than other employers.

   – Every employer in Texas requires PTCB certification and TSBP registration for pharmacy technicians although some will hire trainees who are in the process of becoming certified.
   – All employers assess an applicant’s customer service skills; Parkland even has a test for patient-centered care behaviors!
   – Also, be prepared to take a polygraph test for a pharmacy position with most employers, even in retail.
   – Even though you don’t have a felony conviction, you must be able to truthfully answer questions such as “Have you ever stolen from an employer? Have you ever used drugs?”

   – For those students reported by PTCB over the past 3 years, 100% of our Institutional pharmacy technician students have passed the PTCB exam.
48. **Medical Salary & Advancement:**

*Slide Info:*

- Parkland requires that Medical Assisting applicants be graduates of an accredited program, but they don’t require that they be certified. Many other employers do want medical assistants to have the CMA credential. Again, employers are looking for effective communication and patient-centered care behaviors. *The Bureau of Labor Statistics* shows hourly ranges from $10.60-$18.23. Pay varies on the type of practice.

- Here’s a Phlebotomist II position – which means someone who has worked for a year already. We recently surveyed our phlebotomy completers and their employers. Most employers prefer ASCP certified candidates. *The Bureau of Labor Statistics* shows hourly rates for Phlebotomy Technicians in the State of Texas starting at $9.67 with a median of $14.21 depending on the healthcare setting.

49. **Information Technology Salary & Advancement:**

- By 2015 healthcare practitioners will be required to have electronic health record (EHR) capability. *The Bureau of Labor Statistics, Department of Education*, and independent studies indicate a shortfall over the next five years of approximately 50,000 qualified Health IT workers required to meet the needs of hospitals and physicians as they move to adopt electronic health care systems.

- Richland College offers the Practice Workflow and Redesign Specialist, and Implementation and Technical Support Specialist programs in an intensive online continuing education format designed for self motivated, experienced Health Care and IT professionals that can be completed in less than two (2) semesters.

- Upon completion of the program, graduates are expected to sit for the national competency exam developed by the American Health Information Management Association (AHIMA). Graduates will find employment with health care institutions, physician offices, and vendors of EHRs.

50. **Additional Information for Billing & Coding for the Medical Office:**


- Students in the Insurance Billing & Coding for the Medical Office Program are cross-trained in front office, collections, coding, billing, accounts receivable and other administrative skills to increase opportunities of job placement.

- The CPC Coding Review class also helps students to increase coding speed in preparation to sit for the Certified Professional Coder Exam offered through the American Association of Professional Coders.

51. **Medical Practice Manager Salary & Advancement:**

- Established to serve small physician offices
- Train individuals for supervisory positions in large clinics
- Average pay range is $30,000-$45,000
- This program requires college-level math, as well as a minimum of 3 years of supervisory experience in an office setting.
52. **Does Richland assist with job placement?**

**Slide Info:**
While Richland does not promise job placement for our students, we do offer several excellent resources to assist our program completers in finding employment.

**Richland’s Career Services in El Paso Hall can help you:**
- Prepare resumes
- Perform job searches
- Practice interviewing

**Narration:**
- Richland’s Career Services offers assistance in preparing a resume and in searching for jobs. They also offer appointments for students to practice their interviewing skills, and they give tips to help polish their presentation during employment interviews.
- Employers visit career fairs on campus
- Ecampus RLC-Health Professions Community

53. **How Do I Get Started?**

**So, how do you get started?** For all of our programs prospective students need to:
- Complete the program application
- Submit unofficial transcripts, or obtain referral forms and take required assessments.
- Then meet with the Program Coordinator to complete the admission process.
- Plan your schedule, obtain the signed registration form from the Program Coordinator
- Take the registration form to Continuing Education in Thunderduck Hall, register and pay (or deducted from TPEG award.)
- We now have online registration available for most, but not all Health Professions classes. You must obtain a signed registration form for your first class or classes. Once you have registered and have started your program you may be able to register and pay for your classes online.

54. **What Other Questions Can I Answer?**

**Slide Info:**
Contact the Health Professions Admissions Office
Wichita Hall, room WH244 or call 972.761.6814
[www.healthprofessions@dcccd.edu](http://www.healthprofessions@dcccd.edu)

**Narration:**
- Now that you have completed the Health Professions Information Session, we hope you will get started on the application and admission processes. Print the application packet from our web site or pick one up in Wichita Hall, room WH244.
- Bring all materials to our Admissions Office in WH244, to review your transcripts or get the required referrals for appropriate assessments, if required. The Admissions Coordinator will refer you to the appropriate Program Coordinator to return your completed application and other documents specified in the application.
- Students whose assessment scores indicate a need for ESOL or developmental classes will be required to complete the recommended courses prior to admission to a health professions program.
- Thank you for taking the time to view our Information Session for the Health Professions Programs at Richland College. We look forward to working with you!