



Blackstone
CAREER INSTITUTE™

Career Training Since 1890

Student Handbook

Education... Anytime, Anywhere!

A Message from the Director of Education

I would like to personally welcome you to Blackstone Career Institute. Your decision to enroll with us is an important step in your career path. As the Director of Education, I feel fortunate to work for an institution that has been helping independent learners succeed since 1890.

This student handbook contains important information that you will need to know, including how to access course materials, use the Online Student Center, academic procedures and policies, student services and more. Please spend some time reading through it before you begin your studies and use it as a guide throughout your program.

I recommend that you set up a realistic study schedule and stick to that schedule. Maintaining good study habits will make it easier for you to progress through the course, benefit from the material, and enjoy the program. If you put in the effort from the start, you will be on track to complete your program. Steady progress through the material with time spent reviewing key points before you take an exam will result in scores that reflect your efforts.

At Blackstone, our goal is to make your studies the best school experience possible. Our lessons are well-structured and will guide you step-by-step through the program. However, if you have any questions or concerns, please contact us. Our friendly staff delivers outstanding service and is committed to your success.

Again, welcome to Blackstone, where your success is our goal.

Sincerely,



Valerie L. Behrle B.S., M.Ed.
Director of Education

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ABOUT BLACKSTONE

Our History

If you search back issues of the World Book Encyclopedia you will find Blackstone listed as one of the oldest correspondence schools in the nation, founded in 1890 as the Blackstone School of Law in Chicago. In the early 1900s, the Modern American Law Series was developed for the program and was enthusiastically received by the legal community and laymen alike as a simple yet authoritative commentary on the law. In the late 1970s, Blackstone became a legal assistant/paralegal school and moved to Dallas. Additional study units on legal research, ethics, and employment skills were added so that graduating students could sit for the Certified Legal Assistant (CLA) exam.

In 2001, Direct Learning Systems Inc., an online publishing company, purchased the Blackstone legal assistant/paralegal school from the retiring owner and relocated to Pennsylvania. Shortly after, the name was changed to Blackstone Career Institute (BCI) currently offering distance education programs in a variety of career fields in addition to continuing legal education courses.

Mission Statement

“A pioneer in distance education, Blackstone Career Institute has been meeting the needs of adult learners since 1890. The school’s mission is to change people’s lives through education, teaching them new skills and preparing them for entry-level careers in today’s high demand fields. Blackstone offers adult learners convenient and affordable training that accommodates their busy schedules while helping them successfully meet their educational goals. As a nationally and regionally accredited school, we fulfill our mission by providing high-quality, effective, technology-driven distance education programs and services.”

Goals

The Goals of Blackstone Career Institute are:

1. to provide quality distance education to students seeking to prepare themselves for a career in their chosen field as a paralegal, pharmacy technician aide, veterinary assistant, allied health professional, or entry level business professional
2. to provide instruction from subject matter experts to guarantee that lesson materials are both applicable and up-to-date with regard to today’s industry standards
3. to assist students in realizing their career goals throughout their educational training by encouraging ongoing professional development and lifelong learning

Objectives

The mission and goals of Blackstone Career Institute are accomplished by successfully achieving the following objectives:

- to provide high-quality distance education and training to individuals seeking entry-level training, para-professionals seeking continuing education, and adults seeking to enrich their lives
- to foster a positive, supportive learning environment that motivates students to learn and accomplish educational goals through providing exceptional student support services
- to prepare graduates for an entry level position in their chosen field through a technology-driven curriculum that incorporates practical application of learned skills
- to supply a curriculum that prepares students to sit for a certification exam when applicable to the program of study;
- to continually revise, update, and/or add new courses of study when appropriate, offering the most current information and meeting industry standards
- to evaluate its mission and measure its institutional effectiveness through the continual monitoring of students' academic progress, satisfaction, and graduate outcomes.

Blackstone Career Institute is nationally recognized as a leader in accredited distance learning programs. Blackstone is open to all individuals who demonstrate maturity and determination to enroll in a training program without regard to their age, gender, color, race, creed, religion, disability, or veteran status.

Licensure and Accreditation

Blackstone Career Institute (BCI) is licensed by the Pennsylvania State Board of Private Licensed Schools, ensuring the highest quality curriculum and standards of business operations available. BCI is also nationally accredited by the Accrediting Commission, Distance Education and Training Council, 1601 18th Street, NW, Suite 2, Washington, DC 20009, Phone: 202-234-5100, and regionally accredited by the Middle States Commission on Secondary Schools, Philadelphia, PA.

GETTING STARTED

Student Information

Below you will find a place to record your Student ID number, and the Username and Password you will create when you are using our Online Student Center. The cover of this handbook includes our phone number and e-mail address for your reference. Keep this handbook somewhere safe so that this information is readily available. Please include your Student ID number on all of your correspondence and have it on hand when you contact us.

Fill in the information below and keep this book handy.

Student ID: _____

Online Student Center

Username: _____

Password: _____

First Things First!

Before you begin your lessons, please read this handbook: it will explain our procedures and policies so that you can easily access your course materials, use the Online Student Center, submit exams, and successfully obtain your certificate.


We also ask you to make sure the contact information (including the shipping address, phone number, e-mail address) shown on your enrollment agreement is correct. If there are any omissions or errors, please contact us immediately so we can correct the information to ensure that all of your materials and our communications continue to reach you.

You must provide an active e-mail address to us since we send important communications to you via e-mail. Please report all e-mail address changes to us promptly as well as changes to your mailing address.

Your welcome package includes everything you need to get started. However, you can begin your studies immediately by creating your online student account and reading your first study unit. When you feel sufficiently prepared, take your exam online. Remember, exams are open book, so feel free to refer to all of your study materials as you take your exams.

Signing into the Online Student Center

Blackstone's Online Student Center makes it easy to access your lessons, exams, grades, payment and shipping history, as well as to join the online community of students. Use the following instructions to begin:

- Go to www.blackstone.edu and click on the  button for the Online Student Center on the left side of the homepage under the heading “**Student Resources**,” as shown in Figure 1.
- Click on “First Time Users Click Here” (**in blue below password screen**), as illustrated in Figure 2.
- Create a **Username** and **Password** to log in with, and remember that these are case sensitive. Record your Username and Password on the student information
- Enter your Password again; then enter your **Student ID number, E-Mail Address, City/Town, and Country**.
- Click on “**Create My New Account**.”

After several minutes you will receive an e-mail confirming receipt of your registration. Click on the e-mail to complete your registration. You will now be able to access your student account.

Once you are signed in to the Online Student Center, you will see links on the left side of the screen. You can click on these links to view the following information:

- **Downloading Lessons**—click on Course Outline and follow the on-screen instructions.
- **Grade Summary**—grade reports can be viewed and printed.
- **Shipment Summary**—shipment date can be viewed.
- **Payment Summary**—payment history can be viewed.
- **Online Help**—link for additional information.

Figure 1

The screenshot shows the Blackstone Career Institute website. At the top is a navigation menu with links: Home, Career Training, Continuing Education, Military Education, Tuition, Success Stories, About Us, and Student Life. Below the menu is a large banner image of a man sitting on a bench with a laptop. Text on the banner reads: "The course was great. I enjoyed being able to work at my own pace. - Tillo" and "Our Programs" with a play button icon. Below the banner is a section titled "Affordable and Accredited Online Career Training Programs" with a form to "Get Info". The form includes fields for "Your Name" (First, Last), "Email Address", "Phone Number", "Choose Your Career", "Military Affiliation", and "How did you hear about us?". A "Get Info" button is at the bottom of the form. At the bottom of the page are logos for Blackstone Career Institute, MSA CESS, and DETC. There are also "QUICK LINKS" (Login to Online Student Center, Paralegal Program, Continuing Education, Student Life, About Blackstone) and "STUDENT RESOURCES" (Student Login, Make a Payment, Career Center). A red arrow points from the "Login to Online Student Center" link to the "Student Login" button in the resources section.

Figure 2

The screenshot shows the Blackstone Career Institute Online Student Center login page. At the top left is the Blackstone Career Institute logo. To the right is the text "BLACKSTONE CAREER INSTITUTE™ Online Student Center". Below this is a heading: "Welcome to Blackstone Career Institute's Online Student Center!". Underneath is a paragraph: "Registered students can take their exams online, receive instant grading, gain access to account in payment and shipping history, view the Blackstone school discussion boards, and chat real-time with...". The main content is a login box titled "Login to the Online Student Center:" with a note "(Cookies must be enabled in your browser ?)". Inside the box are fields for "Username:" and "Password:" with a "Login" button. Below the fields are links: "First Time Users Click Here" and "Need Help?". Below the login box is a link: "Forgot your username or password?".

ADMISSIONS

Admissions

Blackstone Career Institute enrolls all students without regard to their age, gender, color, race, creed, religion, disability, or veteran status. All Blackstone students enrolled in an online program must have access to a Microsoft Windows compatible PC with Internet access. To qualify for admission, an applicant must do the following:

Diploma and Certificate Courses

1. Complete our Enrollment Agreement for admission. The agreement outlines the obligations of Blackstone and the student. The required down payment must be submitted at time of enrollment.
2. Submit information on high school completion. All students are required to have a High School Diploma or GED Equivalency Certificate to enroll in a Blackstone program.
3. Once Blackstone has received and reviewed the agreement, the accepted applicant will receive a welcome letter with instructions on how to begin their course.
4. New students must complete an Assessment as a first step in their career program. Once the assessment is satisfactorily completed, the student can begin their program lessons.
5. As lessons are completed, additional lessons will become available in our online student center.

Student Orientation

All students enrolled in Blackstone career courses must complete a skills for success lesson at the beginning of their program. “Blackstone’s Skills for Success lesson was developed to introduce new students to the Blackstone learning format. It contains an extended introductory section outlining the policies already stated in our student handbook and welcome packet documents. We developed this lesson in order to help students identify what kind of learner (visual, auditory, etc) they are, and how to tailor their study habits accordingly. Skills for Success also teaches students effective study practices like diagram creation and memory tricks.

Due to the online nature of our courses we include a section that reviews the typing skills of the student. When a student finishes the Skills for Success lesson, they are equipped with tools they need to confidently complete a Blackstone career program.

Tuition and Fees

Blackstone Career Institute offers interest-free monthly payment plans. However, the school does not participate in federal financial aid. See our website www.blackstone.edu for tuition pricing on all our courses.

Student Tuition Protection Policy

Blackstone Career Institute is confident that the course you have selected will be everything we advertise. To assure you of this, we provide this cancellation and refund policy. A student may cancel the program by notifying the school in any manner; a written request is recommended. If you cancel within 5 days from the signature date on your Enrollment Agreement, all monies will be refunded. If you cancel after 5 days from the signature date of your Enrollment Agreement, but prior to receipt by the school of your first exam, you are obligated to a registration fee of 15% of the tuition or \$150, whichever is less, and if applicable, the non-refundable administrative fee. If you cancel after submitting the first exam, you are obligated to pay the school the registration fee, the non-refundable administrative fee, plus a percentage of tuition as follows:

- Up to and including 10% of the exams, 10% of the tuition.
- After submitting more than 10% up to and including 25% of the exams, 25% of the tuition.
- After submitting more than 25% up to and including 50% of the exams, 50% of the tuition.
- After submitting more than 50% of the exams, you owe the school the full tuition.

Students who wish to cancel their enrollment with Blackstone and have a balance due, will have their terms payment processed through their existing credit card or e-check account. A reinstatement fee of \$35.00 will be required for the reactivation of any enrollment if requested within 180 days from initial cancellation. Refunds are processed within 30 days to the payee of record. All e-materials, e-books, passwords are non-refundable. No refunds will be issued after 12 months from the enrollment date.

Technology Requirements

- Reliable internet connection
- An active e-mail account
- Speakers/working sound system
- Printer
- Most recent version of a web browser (Microsoft Internet Explorer, Mozilla Firefox, etc)

Acceptance of Credits

Tuition reduction will be considered for equivalent college coursework earning a B or better completed within two years preceding entrance into Blackstone Career Institute. Determination of credit will be made by Blackstone's Education Department upon receipt and evaluation of an official school transcript and course description prior to enrollment. Once the amount of financial credit is determined it will be applied to the student's account. Students are still required to complete all academic exams and assignments, regardless of approved credits.

Transfer of Credits

Blackstone career diploma programs prepare our graduates for an entry-level position. Credit transferability is at the discretion of the receiving university or college.

POLICIES AND PROCEDURES

Program Schedules

The time limit for the completion of lesson assignments depends upon the program or course in which you are enrolled and will either be six months or one year from your official start date. If additional time is needed an extension may be granted if requested in writing, by phone, or by e-mail.

- **The Legal Assistant/Paralegal Program** has 31 lessons and exams. You will need to complete a lesson and submit an exam every week to two weeks in order to complete your studies within 12 months.
- **Career Training Programs** range from 16 to 18 Study Units. You should complete a lesson and exam approximately every two to three weeks in order to complete your studies within 12 months.
- **Advanced Paralegal Courses** have six lessons and six exams. We recommend that you complete a study unit once a month to finish within six months.

Setting a Study Schedule

Here is an easy way to make a study schedule:

1. How many lessons in your course? _____
 2. Number of weeks to complete a lesson? _____
 - If you can study 1 hour a day - 2 weeks.
 - If you can study 2 hours a day - 1 week.
1. _____ x 2. _____ = _____
(number of lessons) (number of weeks to complete a lesson) (completion time)

Exams and Grading

Upon conclusion of each lesson or study unit, using a unique username and password, students complete and submit exams through the schools Online Student Center. Grade Reports provide instant feedback and can be viewed in the Online Student Center. If students have any questions or concerns with their exam results, they should call or contact Blackstone immediately.

The individual examinations are scored on a straight numerical basis. Once a student has completed all of the examinations in a course, the final grade is deter-

mined by averaging all the lesson grades together. The equivalent letter grade is determined by the following scale:

Letter Grade		Numerical Equivalent
A	Excellent	94-100
B	Good	86-93
C	Satisfactory	78-85
D	Passing	70-77
F	Failing	Below 70
W	Withdrawal	

Homework assignments, if included in your program, are graded on a satisfactory vs. unsatisfactory basis. Students are required to resubmit an unsatisfactory assignment. Homework grades are not calculated into your average; however, satisfactory completion of all assignments is required for graduation.

Retesting

Students who receive 69% or lower on any exam will be eligible for a retest. Blackstone's policy is that any student who passes a retest may not score higher than 70%, no matter what grade they received on the retest. Students who fail to achieve a minimum passing grade (70%) on a retest will receive the higher grade of the two failed exams and the score will be calculated into the final average. No further retesting is available.

Course Interruption

If you need a temporary leave of absence from the program, a request should be made in writing to Blackstone. One three-month leave of absence regarding your study will be granted for good cause. A leave of absence does **not** extend the required time for completion.

Online Student Center Discussion Board Acceptable Use Policy

Students can post comments on a variety of topics pertaining to their program, but they are prohibited from sharing exam answers or discussing specific exam material. We also ask students to respect each others' opinions and to refrain from inappropriate language. We reserve the right to delete any comments that we feel are inappropriate for the student community. If we feel that you are not staying within our guidelines, we will remove your posting privileges for 30 days. They can be reinstated after that time period.

Student Grievance Procedure

If a student has a question or problem, please contact the Blackstone Student Services staff. If your problem is not resolved, you may direct your complaint in writing to the General Manager/Director of Operations and he will respond within 10 business days. Concerns that have not been satisfactorily resolved by the Blackstone staff may be directed to 1) the State Board of Private Licensed Schools, Commonwealth of Pennsylvania, Department of Education, 333 Market Street, Harrisburg, PA 17126-0333, Phone: 717-783-8228, or 2) the Accrediting Commission, Distance Education and Training Council, 1601 18th Street, NW, Suite 2, Washington, DC 20009, Phone: 202-234-5100.

Change of Name or Address

In order to receive information essential to your studies, you must promptly report all changes in name, mailing address, or e-mail address to Blackstone by telephone, e-mail or mail. A change in name will require proof, such as a marriage license. Blackstone is not responsible for reshipment or replacement costs of course materials if an address change has not been received by the school.

Honors Program

The Honors Program is for recognition of Blackstone Career Institute's highest achieving students in the career training programs. Any student who attains a final average of 94–100% at the end of their career training program will qualify as graduating “with Distinction.” The certificate issued upon graduation will note this honor.

LexisNexis©

For students in the Legal Assistant/Paralegal Program, Blackstone includes four months of access to the LexisNexis® Total Research System. The student membership includes an online tutorial, a 24-hour help line and a step-by-step LexisNexis® learning guide. LexisNexis provides online access to state and federal case law; codes and statutes; extensive case summaries, court documents; over 3.5 billion public records; business, legal, and regional news; expert commentary on the law; Shepard's® Citations Service; and more. You will also complete the Paralegal Certificate of Mastery Program at lexis.com® to receive additional training and a Paralegal Certificate of Mastery.

Graduation and Completion Documents

Upon successful completion of their program the student is awarded a transcript and a certificate. In order to earn a certificate, a student must achieve a minimum average of 70% in the course.

A certificate and an official transcript of record are furnished to the student at the conclusion of their course without charge. For additional copies, a nominal fee is charged. Students may print an unofficial transcript from the Online Student Center at any time.

Student Identity Verification

All new students are provided with a student identification number which is used to create their unique username and password. This student number should only be used by the enrolled student in order to gain entry into the online learning management system and access study materials. Students need to enter their student number and a unique password. A student's user name and password restricts anyone else from accessing their student account.

Academic Integrity

Student Code of Conduct

Blackstone Career Institute maintains a Student Code of Conduct to protect the rights of students, faculty, staff, and Blackstone itself. Blackstone Career Institute students are required to adhere to the following policies in their academic and personal conduct.

Students must:

1. Be respectful and courteous to fellow students, faculty, and staff.
2. Accept responsibility for their own actions.
3. Adhere to all policies that appear in Blackstone catalogs, student handbooks, study materials, website and enrollment agreements.
4. Never misrepresent the school or its staff in any online social communities.
5. Follow all rules on submitting work and taking examinations.
6. Not use others work, or present another individuals ideas as their own.
7. Not seek, receive, or give unauthorized help on assignments, quizzes, or examinations.

Academic Dishonesty

There are many different forms of academic dishonesty. The following kinds of honesty violations and their definitions are intended to serve as examples of unacceptable academic conduct.

Cheating: Any inappropriate activity in which the work submitted to the school does not represent the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student.

Plagiarism: Using another person's ideas or finished work as your own without giving credit to the source. It includes copying or paraphrasing something and using it as if you had done the work yourself.

Fabrication: Falsifying or inventing information and presenting it as legitimate; misrepresenting oneself or one's status, potentially damaging Blackstone's reputation or any of the members of its academic community.

Facilitating Academic Dishonesty: Assisting another student in an act that violates the standards of academic honesty; providing information, material, or assistance to another person knowing that it may be used in violation of academic honesty policies; providing false information in connection in any academic honesty inquiry.

Online Etiquette (Netiquette)

The current laws to protect the rights and dignity of citizens apply online. Follow the same responsible and respectful behaviors online that you follow in real life. In simple terms this means that the values society has in place against such things as hate speech, copyright violations and other forms of theft, remain intact. As do the values courtesy, kindness, honesty, and treating others with the same respect you wish to receive.

Student Code of Conduct Violation

The Student Code of Conduct applies to all Blackstone Career Institute students. Failure to comply will automatically be referred to the Education Director for review and recommendations. If any student is found to have engaged in academic dishonesty in any form - including but not limited to cheating, plagiarizing and fabricating - that student will be dismissed from Blackstone Career Institute. There will be no exceptions.

Intellectual Property

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Except as may be otherwise indicated elsewhere on the course content, you may view, print, copy, and distribute text and information to which you have authorized access, subject to the following terms and conditions: (i) The text may be used solely for your own informational, personal, non-commercial purposes, and shall not be copied or posted on any network computer or website or broadcast in any media. Demo videos on this website may not be copied or used for formal or informal training purposes; (ii) Any text must include Blackstone's copyright notice, as set forth above, and all other proprietary notices in the same form and manner as on the original; (iii) The text may not be modified or altered in any way; (iv) You do not imply or infer any affiliation or association with Blackstone (including by framing); and (v) Blackstone reserves the right to revoke its consent at any time, and any such use shall be discontinued immediately upon notice from Blackstone. The text, documents and information permitted to be copied as specified above do not include the layout or design of the Blackstone.edu web site. The elements of this site are protected by trade dress and other laws and may not be imitated or reproduced in whole or in part. Also, no logos, graphics, sounds or images on this web site may be reproduced or distributed without Blackstone's express written consent.

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Use of Information

The collection of information is used primarily for the improvement of services to our students. Information gathered through our online request forms will be used to process those requests. E-mail inquiries will utilize the e-mail address provided for any appropriate correspondence.

Security

Blackstone currently utilizes DigiCert, Inc. and similar technology to provide a secure transmission of all enrollment agreement activities including online payment information. We also use established industry-standard security measures to protect all information services. While we strive to provide 100% security for all transmissions, we cannot guarantee that all general information submissions will be completely secure. Unauthorized modification or misuse of information stored within our website or operating systems will be investigated and may result in criminal prosecution.

STUDENT SERVICES

Once enrolled, students receive the following information to begin their studies with Blackstone Career Institute:

- Student Identification Number
- Student Handbook
- Guidelines for the Online Student Center
- Program Outline
- First Lesson Materials

All lessons, and study guides included in your online program are accessed online. If textbooks are included in your program they will be sent to you at the time outlined in your program.

How to Contact Us

Your success is important to us. If you have a question about your account or need help with your studies, our friendly staff is here to help you. We take pride in delivering outstanding service and our staff can be counted on to assist you in your program.

There are two ways to contact us:

1. You may reach us by e-mail at instructor@blackstone.edu. Tell us what lesson you are studying, the page number, exam/question number, and how we can help. Please include your Student ID number. You will receive a response within one business day.
2. You may call the school Monday through Friday during the hours of 8:30 A.M.–4:30 P.M. (EST). If you call after hours, please leave a message with your name, Student ID number, the lesson name, and the page number where you are having trouble or the exam and question number. Also, let us know the best time to call you back.
Our phone number is **(800) 826-9228**.

Holidays and Closures

Blackstone provides a calendar of scheduled closures for the year on our website, in the “Contact Us” page (<http://www.blackstone.edu/contact-us/>).

Payments

Student ID numbers must be included on all payments. Payments can be made online, by phone or by mail. If mailing a payment please send it to:

Blackstone Career Institute
P. O. Box 3717
1011 Brookside Rd, Suite 300
Allentown, PA
18106

Academic Records

Blackstone Career Institute complies with the Family Education and Privacy Act of 1974, as amended. This act is designed to protect the privacy of educational records, to establish the rights of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings.

A student who believes that an error has been made in assignment of a grade must initiate contact with the school within 30 days from the date the grade was posted. Failure to act within 30 days disqualifies the student from further consideration of the matter.

Students are responsible for reporting any other type of error on their academic record. Blackstone Career Institute is not liable for unreported errors on student records.

The Blackstone Online Community

As a distance education student, you may be wondering how you can communicate with fellow students and keep in touch with your school. Blackstone has several ways for you to become engaged in our community, including:

- Discussion boards and live chat rooms in our Online Student Center.
- A growing Facebook group that you can use to network with current students and alumni.

- An quarterly e-newsletter that offers useful information and tips for career success, as well as school news.

We welcome you to the BCI Student Community and encourage you to take an active role by participating in all of our online opportunities!

Blackstone Career Center

BCI's online career center provides valuable information for job seekers, with information specially geared to assist graduates of the career training programs. Look for the link to the career center at www.blackstone.edu under the heading "Student Resources." The career center is organized into three areas:

Job Search Strategies: Learn how to coordinate your job search, find resume writing and interviewing tips, become skilled in networking, and make yourself marketable to employers.

Job Search Databank: Search employment networks to find local or national job listings or companies in your field. You can search general job databases or sites dedicated solely to your career choice. Find career fairs, internships, or a career counselor in your area.

Career Resources: Search sites dedicated to your career, such as organizations, research tools, books, journals, job forums and job postings. Find valuable information on certifications that may be available and read articles on the latest updates in your field.

Questions?

E-mail: info@blackstone.edu, 24 hours

Fax: 610-871-0034, 24 hours

Call toll-free: 1-800-826-9228, Monday–Friday 8:30 a.m.–4:30 p.m.

FACULTY & STAFF

1011 Brookside Rd., Suite 300, Allentown, PA 18016.

Our faculty includes instructors with years of practice in teaching and developing distance education programs. Their educational and professional backgrounds, as well as memberships in professional organizations, give them access to the most up-to-date training and changes in the field.

Name	Title
Kevin McCloskey	President
Paul Grumbein	General Manager
Darlene Boyle	Finance/Human Resource Coordinator
Valerie Behrle McCloskey	Director of Education
Moira Fleming	Digital Resources and Content Development
Yana Reinhard	Marketing and Communications
Stacy Feifel	Student Services
Cheri Pagliaro	Student Services
Tammy Kromer	Student Services
Casey McCloskey	Student Services
Ryanne Pagliaro	Student Services
Alexandra Boyle	Child Care Provider Instructor
Tami Coppler	Pharmacy Technician Instructor
Donna Lepkoski	Dental Office Assistant Instructor
Jeffrey Hauck	Paralegal Instructor
Mary Powers	Veterinary Assistant Instructor
Megan Eyvazzadeh	Physical Therapy Aide Instructor
Raenette Schneck	Medical Transcription Instructor
Yasmine Candis	Medical Billing & Coding Instructor
Heidi Kober	Medical Office Assistant Instructor

PROGRAM CATALOG

Legal Assistant/Paralegal Program Overview

The Blackstone Legal Assistant/Paralegal Studies independent study program is based on the historic Modern American Law series developed by legal scholars and designed to provide a simple, yet authoritative, commentary on the law (Volumes I - X). Starting out with an overview of the origins of the legal system in the United States, the program moves on to cover contracts, torts, criminal law, real property, pleadings and practice in civil law and criminal procedure, wills and trusts, partnerships and corporations, and constitutional law. These volumes are supplemented with study materials and textbooks that provide the student with the additional skills they need to enter the paralegal field, including research and writing skills and a background in professional ethics.

The program will provide graduates with a strong foundation in the fundamentals of the law in preparation for a career in the paralegal field. For those who would like to delve further into any of the topics presented, students can pursue their interests through research and additional reading, by working in the profession, or by taking an advanced paralegal studies course with Blackstone.

Program Objectives

- Define law and identify basic legal terms.
- Explain legal concepts related to contracts.
- Identify aspects of torts.
- Identify legal cause, negligence, and deceit.
- Demonstrate an understanding of civil and criminal defamation.
- Give the legal definition of property and describe damages.
- Distinguish a crime from a tort and list the three classes of crime.
- Describe larceny and identify the three degrees of larceny.
- Identify legal terms related to real property.
- Identify actions to recover damages in civil suits.
- Identify legal terms related to civil actions.
- Identify legal terms related to criminal procedure.
- Explain the process of criminal procedure.
- Identify and explain legal concepts related to wills.
- Identify and explain legal concepts related to trusts and trustees.
- Explain how partnerships and corporations are formed.
- Discuss the elements of constitutional law.
- Describe how legal research should be conducted.
- Identify effective job-search techniques for paralegals.
- Describe common ethics related to the paralegal profession.

Legal Assistant/Paralegal Program Outline

Volume I: Law - Its Origin, Nature and Development, & Contracts

- Lesson 1: Introduction to Law
- Lesson 2: Contracts: An Introduction
- Lesson 3: Contractual Law
- Lesson 4: Types of Contracts

Volume II: Torts

- Lesson 5: Torts: An Introduction
- Lesson 6: Negligence
- Lesson 7: Defamation and Damages
- Lesson 8: Right of Privacy and Relationships

Volume III: Criminal Law

- Lesson 9: Crimes, Intents, and Criminal Capacity
- Lesson 10: Burglary, Arson, and Offenses Against Property

Volume IV: Real Property - Part I

- Lesson 11: Real and Personal Property: Introduction and History
- Lesson 12: Conversion, Remainders, and Perpetuities

Volume V: Real Property - Part II

- Lesson 13: Dower
- Lesson 14: Licenses, Titles, Covenants, and Powers

Volume VI: Pleadings and Practice in Civil Actions, Criminal Procedure

- Lesson 15: Pleadings in Civil Actions
- Lesson 16: Pleadings in Civil Actions
- Lesson 17: Practice in Civil Actions
- Lesson 18: Criminal Procedure

Volume VII: Wills and Trusts

- Lesson 19: An Introduction to Wills
- Lesson 20: How Wills May Be Revoked
- Lesson 21: An Introduction to Trusts

Volume VIII: Partnerships and Corporations

- Lesson 22: Private Corporations, Part I
- Lesson 23: Private Corporations, Part II
- Lesson 24: Partnerships

Volume IX: Constitutional Law Part I

- Lesson 25: Definitions and General Principles
- Lesson 26: Organization and Power of the United States Government

Volume X: Constitutional Law Part II

- Lesson 27: Constitutional Guaranties of Fundamental Rights

Volume XI: Legal Research and Writing – Part I

- Lesson 28: Legal Research and Writing – Part I

Volume XII: Legal Research and Writing – Part II

- Lesson 29: Legal Research and Writing – Part II

Volume XIII: How to Find a Job as a Paralegal

- Lesson 30: Employability Skills

Volume XIV: Ethics for Paralegals Study Guide

- Lesson 31: Ethics for Paralegals

Veterinary Assistant Program Overview

The Veterinary Assistant Program discusses the fundamentals of the veterinary assistant as a member of the veterinary care team. The program covers veterinary anatomy and medical terminology, veterinary office administrative office skills, animal care and handling, office technology, English usage and written communication, time and stress management, critical thinking skills, interpersonal communications, and job hunting in the animal care field. Students are prepared for entry-level employment as a veterinary assistant in a variety of animal care settings.

Program Objectives

- To identify common learning strategies
- To demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- To identify the parts of a computer and explain how technology is used in the office
- To improve basic keyboarding speed and accuracy
- To identify and define common veterinary medical prefixes, suffixes, and roots as well as terms describing body location and direction
- To explore the anatomy and physiology of animals and their body systems, including the lymphatic, musculoskeletal, cardiovascular, respiratory, neurologic, alimentary, urinary, reproductive, and endocrine systems; blood, the skin, the eyes, and the ears; and pharmacology
- To develop effective oral communication skills
- To develop critical thinking skills
- To explore the business aspects of running a veterinary practice, including receptionist duties, marketing, management, and human resources
- To gain an understanding of client communications, including interaction with a grieving pet owner
- To learn how to effectively handle front office duties, including inventory management, billing, budgeting, security, and pet insurance
- To receive an overview of clinical veterinary assisting, including animal restraint and care
- To improve time mastery and productivity skills
- To explain principles of effective management
- To describe the process for writing effective resumes and cover-letters
- To describe how to proactively search for work as a veterinary assistant

Veterinary Assistant Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit XI: Veterinary Office Assisting 2

- Chapter 7: Practice Design
- Chapter 8: Technology in the Office
- Chapter 9: Outside Diagnostic Laboratory Services

Unit II: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit III: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit IV: Veterinary Anatomy & Medical Terminology 1

- Chapter 1: Introduction to Veterinary Medical Terminology
- Chapter 2: The Cell
- Chapter 3: Body Structure and Organization
- Chapter 4: The Hematopoietic System
- Chapter 5: The Lymphatic System

Unit V: Veterinary Anatomy & Medical Terminology 2

- Chapter 6: The Musculoskeletal System
- Chapter 7: The Cardiovascular System
- Chapter 8: The Respiratory System
- Chapter 9: The Neurologic System

Unit VI: Veterinary Anatomy & Medical Terminology 3

- Chapter 10: The Eye
- Chapter 11: The Ear
- Chapter 12: The Alimentary System
- Chapter 13: The Urinary System

Unit VII: Veterinary Anatomy & Medical Terminology 4

- Chapter 14: The Reproductive System
- Chapter 15: The Endocrine System
- Chapter 16: The Integumentary System
- Chapter 17: Pharmacology

Unit VIII: Interpersonal Communications

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit IX: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit X: Veterinary Office Assisting 1

- Chapter 1: Veterinary Health Care Team Members
- Chapter 2: The Receptionist Team
- Chapter 3: Team Management
- Chapter 4: Veterinary Ethics and Legal Issues
- Chapter 5: Human Resources
- Chapter 6: Stress and Burnout

Unit XI: Veterinary Office Assisting 2

- Chapter 7: Practice Design
- Chapter 8: Technology in the Office
- Chapter 9: Outside Diagnostic Laboratory Services
- Chapter 10: Marketing
- Chapter 11: Client Communications
- Chapter 12: Interacting with a Grieving Client

Unit XII: Veterinary Office Assisting 3

- Chapter 13: Appointment Management Systems
- Chapter 14: Medical Records Management
- Chapter 15: Inventory Management
- Chapter 16: Controlled Substances
- Chapter 17: Logs
- Chapter 18: Accounts Receivable
- Chapter 19: Pet Health Insurance

Unit XIII: Veterinary Office Assisting 4

- Chapter 20: Preparing and Maintaining a Budget
- Chapter 21: Occupational Hazards and Safety Issues
- Chapter 22: Security
- Chapter 23: Clinical Assisting
- Chapter 24: Calculations and Conversions
- Chapter 25: Professional Development

Unit XIV: Animal Restraint for the Veterinary Assistant

- Chapter 1: Restraint of the Cat
- Chapter 2: Restraint of the Dog

Unit XV: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit XVI: Management Practices & Principles

- Chapter 1: The Supervisor: Manager and Leader
- Chapter 2: Effective Communication
- Chapter 3: Creating a Positive Work Climate
- Chapter 4: Building Teams and Managing Conflict
- Chapter 5: Delegation
- Chapter 6: Developing Job Expectations
- Chapter 7: Recruiting Employees
- Chapter 8: Selecting Employees
- Chapter 9: Orienting and Training Employees
- Chapter 10: Performance Evaluation
- Chapter 11: Disciplining Employees

Unit XVII: How to Find a Job as a Veterinary Assistant

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Physical Therapy Aide Program Overview

The Physical Therapy Aide Program discusses the responsibilities of the physical therapy aide as a member of the physical rehabilitation team. The program also covers anatomy and medical terminology, administrative office skills, office technology, English usage and written communication, time and stress management, critical thinking skills, interpersonal communications, and medical ethics and HIPAA. Students are prepared for entry-level employment as a physical therapy aide in a variety of healthcare facilities.

Program Objectives

- To identify common learning strategies
- To demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- To identify the parts of a computer and explain how technology is used in the office
- To improve basic keyboarding speed and accuracy
- To identify common word elements in medical terms
- To identify common medical terms related to the organization of the body and the various body systems
- To analyze medical terms to determine their meaning
- To develop effective oral communication skills
- To develop critical thinking skills
- To learn about the role of the physical therapy aide as a member of the rehabilitation team
- To understand the administrative responsibilities of the physical therapy aide
- To become knowledgeable about the use of physical therapy to treat common medical disorders
- To understand the importance of safety in preparing the therapy environment and in treating patients
- To learn how to assist the physical therapist or physical therapy assistant in the administration of patient care
- To define and explain the importance of medical ethics and the Health Insurance Portability and Accountability Act
- To improve time mastery and productivity skills
- To describe the process for writing effective resumes and cover-letters
- To describe how to proactively search for work as a physical therapy aide

Physical Therapy Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Unit II: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit III: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit IV: Anatomy and Medical Terminology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit V: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit VI: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and Immune Systems
- Chapter 16: The Reproductive System

Unit VIII: Interpersonal Communications

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit IX: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories
- Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit X: Physical Therapy Aide 1

- Chapter 1: The Profession of Physical Therapy
- Chapter 2: Career Opportunities for the Physical Therapy Aide
- Chapter 3: Ethical and Legal Issues Affecting the Physical Therapy Aide

Unit XI: Physical Therapy Aide 2

Chapter 4: Communicating Effectively
Chapter 5: Medical Terminology and the Medical Record
Chapter 6: Administrative Role of the Physical Therapy Aide

Unit XII: Physical Therapy Aide 3

Chapter 7: Basic Structure and Function of the Human Body
Chapter 8: Applied Anatomy and Physiology of the Musculoskeletal System
Chapter 9: Using Physical Therapy to Treat Common Medical Disorders

Unit XIII: Physical Therapy Aide 4

Chapter 10: Safety in the Working Environment
Chapter 11: Patient Preparation
Chapter 12: Turning and Positioning the Patient
Chapter 13: Transferring the Patient

Unit XIV: Physical Therapy Aide 5

Chapter 14: Assisting with Ambulation and Gait Training
Chapter 15: Therapeutic Exercises
Chapter 16: Physical Therapy Agents and Modalities
Chapter 17: Specialized Clinical Procedures
Chapter 18: Career Skills and the Physical Therapy Aide

Unit XV: Medical Ethics and HIPAA

Chapter 1: Professional Development
Chapter 2: Medicolegal Ethics
Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XVI: Time & Stress Management

Chapter 1: LifeTime Patterns (Values)
Chapter 2: The Power of LifeTime Habits
Chapter 3: Goals, Objectives, and Outcomes
Chapter 4: Choosing Your Priorities
Chapter 5: Planning and Scheduling Activities
Chapter 6: Interruptions, the #1 TimeThief
Chapter 7: TimeLogs
Chapter 8: TimeTips
Chapter 9: Self-Esteem and Time Management
Chapter 10: Stress Management

Unit XVII: How to Find a Job in Health-care

Chapter 1: Job Search Correspondence
Chapter 2: The Job Search
Chapter 3: Job Interviews

Child Care Provider Program Overview

The Child Care Provider Program discusses the fundamentals of early childhood education, the child care profession, and developmentally appropriate practices for dealing with children from birth through school age. The program also provides instruction on office technology, English usage and written communication, time and stress management, management theory, critical thinking skills, and interpersonal communications. The program prepares the student for entry-level employment as a child care worker and provides guidance for starting a home-based day care.

Program Objectives

- To identify common learning strategies
- To demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- To identify the parts of a computer and explain how technology is used in the office
- To improve basic keyboarding speed and accuracy
- To describe the developmental milestones of infants and children
- To create a safe and healthful environment for infants and children
- To create a variety of learning experiences for children using all of the senses
- To work with parents and other community resources to plan engaging curriculum
- To guide children through daily routines
- To develop effective oral communication skills
- To develop critical thinking skills
- To improve time mastery and productivity skills
- To plan for the start-up and maintenance of a home-based day-care business
- To explain principles of effective management
- To describe the process for writing effective resumes and cover-letters
- To describe how to proactively search for work as a Child Care Provider

Child Care Provider Program Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Unit II: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit III: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit IV: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit V: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories
- Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit VI: Child Day Care 1

- Chapter 1: You: Working with Young Children
- Chapter 2: Types of Early Childhood Programs
- Chapter 3: Observing Children: A Tool for Assessment
- Chapter 4: Child Development Principles and Theories
- Chapter 5: Understanding Children from Birth to Age Two
- Chapter 6: Understanding Two- and Three-Year-Olds
- Chapter 7: Understanding Four- and Five-Year-Olds
- Chapter 8: Middle Childhood

Unit VII: Child Day Care 2

- Chapter 9: Preparing the Environment
- Chapter 10: Selecting Toys, Equipment, and Educational Materials
- Chapter 11: Promoting Children's Safety
- Chapter 12: Planning Nutritious Meals and Snacks
- Chapter 13: Guiding Children's Health

Unit VIII: Child Day Care 3

- Chapter 14: Developing Guidance Skills
- Chapter 15: Guidance Challenges
- Chapter 16: Establishing Classroom Limits
- Chapter 17: Handling Daily Routines

Unit IX: Child Day Care 4

- Chapter 18: The Curriculum
- Chapter 19: Guiding Art, Block building, and Sensory Experiences
- Chapter 20: Guiding Storytelling Experiences
- Chapter 21: Guiding Play and Puppetry Experiences
- Chapter 22: Guiding Manuscript Writing Experiences

Unit X: Child Day Care 5

- Chapter 23: Guiding Math Experiences
- Chapter 24: Guiding Science Experiences
- Chapter 25: Guiding Social Studies Experiences
- Chapter 26: Guiding Food and Nutrition Experiences
- Chapter 27: Guiding Music and Movement Experiences
- Chapter 28: Guiding Field Trip Experiences

Unit XI: Child Day Care 6

- Chapter 29: Programs for Infants and Toddlers
- Chapter 30: Programs for School-Age Children
- Chapter 31: Guiding Children with Special Needs
- Chapter 32: Involving Parents and Families
- Chapter 33: A Career for You in Early Childhood Education

Unit XII: Starting a Home-Based Day-Care Business 1

- Chapter 1: Family Child Care—Is It for Me?
- Chapter 2: Starting Out
- Chapter 3: Policies and Procedures

Unit XIII: Starting a Home-Based Day-Care Business 2

- Chapter 4: Your Daily Schedule
- Chapter 5: Fun Activities for Children
- Chapter 6: Positive Guidance Tools

Unit XIV: Starting a Home-Based Day-Care Business 3

- Chapter 7: Back to Business
- Chapter 8: Solving Common Problems
- Chapter 9: Planning for the Future

Unit XV: Management Practices & Principles

- Chapter 1: The Supervisor: Manager and Leader
- Chapter 2: Effective Communication
- Chapter 3: Creating a Positive Work Climate
- Chapter 4: Building Teams and Managing Conflict
- Chapter 5: Delegation
- Chapter 6: Developing Job Expectations
- Chapter 7: Recruiting Employees
- Chapter 8: Selecting Employees
- Chapter 9: Orienting and Training Employees
- Chapter 10: Performance Evaluation
- Chapter 11: Disciplining Employees

Unit XVI: Interpersonal Communications

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit XVII: How to Find a Job in Child Day-Care

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Medical Transcription Program Overview

The Medical Transcription program prepares the student for entry-level employment as a medical transcriptionist. It discusses the fundamentals of medical transcription, the medical transcription profession, the practice of medical transcription including disease processes, medical terminology, and pharmacology, English usage, and written communication. It provides transcription practice and instruction on how to find employment as a medical transcriptionist.

Program Objectives

- To identify common learning strategies
- To identify and describe common healthcare and medical reports
- To explain the purpose and describe the components of a healthcare record
- To demonstrate knowledge of guidelines for grammar, punctuation, editing, and transcription
- To identify and define common medical prefixes, suffixes, and roots
- To identify common diseases, diagnostic and surgical procedures, laboratory tests, and drugs used to treat disorders and diseases related to dermatology, cardiology, pulmonary medicine, endocrinology, orthopedics, urology, gastroenterology, obstetrics and gynecology, otorhinolaryngology, ophthalmology, neurology, psychiatry, pathology, and radiology
- To demonstrate knowledge of proper business etiquette
- To define and explain the importance of medical ethics
- To explain the difference between a healthcare record and a medical report
- To describe the process for writing effective resumes and cover-letters
- To describe how to proactively search for work as a medical transcriptionist

Medical Transcription Program Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding, and Office Technology

Chapter 1: Introduction to Computers

Chapter 2: Keyboarding

Chapter 3: The Internet

Chapter 4: Other Types of Office Technology

***Unit III: Anatomy and Medical Terminology
1: An Introduction***

Chapter 1: Basic Elements of Medical Terms
Chapter 2: Prefixes
Chapter 3: Roots and Suffixes
Chapter 4: Body Structure

***Unit IV: Anatomy and Medical Terminology
2***

Chapter 5: The Skeletal System
Chapter 6: The Muscular System
Chapter 7: The Integumentary System
Chapter 8: The Respiratory System

***Unit V: English Usage and Written
Communication***

Chapter 1: Parts of Speech
Chapter 2: Parts of a Sentence
Chapter 3: Pronouns, Verbs, and Agreement
Chapter 4: Sentence Types and Punctuation
Chapter 5: Written Communications

Unit VI: Time & Stress Management

Chapter 1: LifeTime Patterns (Values)
Chapter 2: The Power of LifeTime Habits
Chapter 3: Goals, Objectives, and Outcomes
Chapter 4: Choosing Your Priorities
Chapter 5: Planning and Scheduling
Activities
Chapter 6: Interruptions, the #1 TimeThief
Chapter 7: TimeLogs
Chapter 8: TimeTips
Chapter 9: Self-Esteem and Time
Management
Chapter 10: Stress Management

***Unit VII: Anatomy and Medical Terminology
3***

Chapter 9: The Cardiovascular System
Chapter 10: The Urinary System
Chapter 11: The Digestive System
Chapter 12: The Nervous System

***Unit VIII: Anatomy and Medical
Terminology 4***

Chapter 13: The Endocrine System
Chapter 14: Eyes and Ears
Chapter 15: Blood, Lymphatic, and
Immune Systems
Chapter 16: The Reproductive System

Unit IX: Introduction to Pharmacology

Chapter 1: Consumer Safety and Drug
Relations
Chapter 2: Drug Names and References
Chapter 3: Sources and Bodily Effects of
Drugs
Chapter 4: Medication Preparations and
Supplies
Chapter 5: Abbreviations and Systems of
Measurement

Unit X: Critical Thinking Skills

Chapter 1: Introduction to Critical
Thinking and the PANIC Method
Chapter 2: Inference and Judgment
Chapter 3: Metacognition
Chapter 4: Forming Strong Conclusions
through Predicting
Chapter 5: Rhetorical Strategies
Chapter 6: Critical Theories
Chapter 7: Deductive Reasoning
Chapter 8: Emotional Intelligence and
Critical Thinking

***Unit XI: Fundamentals of Medical
Transcription***

Chapter 1: Medical Fundamentals
Chapter 2: Perspectives on Medical
Transcription

Unit XII: Disease Processes and Transcription Practice 1

- Chapter 4: Dermatology
- Chapter 5: Otorhinolaryngology
- Chapter 6: Ophthalmology

Unit XIII: Disease Processes and Transcription Practice 2

- Chapter 7: Pulmonary Medicine
- Chapter 8: Cardiology and Hematology
- Chapter 9: Gastroenterology
- Chapter 10: Endocrinology

Unit XIV: Professional Development and Medicolegal Ethics

- Chapter 1: Professional Development
- Chapter 2: Medicolegal Ethics
- Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XV: Disease Processes and Transcription Practice 3

- Chapter 11: Urology and Nephrology
- Chapter 12: Obstetrics and Gynecology
- Chapter 13: Orthopedics

Unit XVI: Disease Processes and Transcription Practice 4

- Chapter 14: Neurology
- Chapter 15: Psychiatry
- Chapter 16: Pathology
- Chapter 17: Radiology

Unit XVII: Creating an Effective Workplace Environment

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace Chapter 4: Team Building

Unit XVIII: How to Find a Job in Healthcare

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Medical Office Assistant Program Overview

The Medical Office Assistant program prepares students for entry-level employment as a medical office assistant. It discusses the fundamentals of medical terminology, the duties of the medical office assistant, the role of the medical office assistant in providing patient care, professional development and medical ethics, English usage, and finding a job in healthcare.

Program Objectives

- To define and explain different learning styles and learning strategies.
- To identify the parts of a computer and explain how technology is used in the office.
- To identify common word elements in medical terms.
- To identify common medical terms related to the organization of the body and the various body systems.
- To analyze medical terms to determine their meaning.
- To identify the parts of speech, the parts of sentences, and sentence type.
- To demonstrate correct English usage by choosing the correct part of speech in a sentence.
- To evaluate written communications to identify problems and suggest solutions.
- To describe the duties of a medical office assistant.
- To identify the correct way to schedule appointments, interact with patients over the telephone, interact with patients in the reception area, register patients, file documents and records, and process mail in the medical office.
- To identify common health insurance systems used in the medical office.
- To explain the difference between a healthcare record and a medical report.
- To describe the medical office assistant's role in managing prescriptions and prescription drugs.
- To evaluate resumes and cover letters to identify problems and offer solutions.
- To consider ways to proactively search for work as a healthcare professional.

Medical Office Program Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: Keyboarding
- Chapter 3: The Internet
- Chapter 4: Other Types of Office Technology

Unit III: Anatomy and Medical Terminology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit IV: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit V: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit VI: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief

- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit VII: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VIII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and Immune Systems
- Chapter 16: The Reproductive System

Unit IX: Administrative Medical Assisting 1

- Chapter 1: Becoming a Successful Student
- Chapter 2: The Healthcare Industry
- Chapter 3: The Medical Assisting Profession
- Chapter 4: Professional Behavior in the Workplace
- Chapter 5: Interpersonal Skills
- Chapter 6: Medicine and Ethics
- Chapter 7: Medicine and Law

Unit X: Administrative Medical Assisting 2

- Chapter 8: Computer Concepts
- Chapter 9: Telephone Techniques
- Chapter 10: Scheduling Appointments
- Chapter 11: Patient Reception and Processing
- Chapter 12: Office Environment and Daily Operations
- Chapter 13: Written Communications and Mail Processing

Chapter 14: Medical Records Management
Chapter 15: Health Information Management
Chapter 16: Privacy in the Physician's Office

Unit XI: Professional Development and Medicolegal Ethics

Chapter 1: Professional Development
Chapter 2: Medicolegal Ethics
Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XII: Administrative Medical Assisting 3

Chapter 17: Basics of Diagnostic Coding
Chapter 18: Basics of Procedural Coding
Chapter 19: Basics of Health Insurance
Chapter 20: The Health Insurance Claim Form
Chapter 21: Professional Fees, Billing, and Collecting

Unit XIII: Administrative Medical Assisting 4

Chapter 22: Banking Services and Procedures
Chapter 23: Management of Practice Finances
Chapter 24: Medical Practice Management and Human Resources
Chapter 25: Medical Practice Marketing and Customer Service
Chapter 26: Assisting with Medical Emergencies
Chapter 27: Career Development and Life Skills

Unit XIII: Medical Office Practice 1

Chapter 1: Introduction to Health Information Technology and Medical Billing
Chapter 2: Introduction to Medisoft

Chapter 3: Scheduling
Chapter 4: Entering Patient Information
Chapter 5: Working with Cases

Unit XIV: Medical Office Practice 2

Chapter 6: Entering Charge Transactions and Patient Payments
Chapter 7: Creating Claims
Chapter 8: Posting Payments and Creating Patient Statements
Chapter 9: Creating Reports
Chapter 10: Collections in the Medical Office

Unit XV: Medical Office Practice 3

Chapter 11: Appointments and Registration
Chapter 12: Cases, Transactions, and Claims
Chapter 13: Reports and Collections
Chapter 14: Putting it all Together

Unit XVII: Creating an Effective Workplace Environment

Chapter 1: Aspects of a Positive Workplace Environment
Chapter 2: Communication
Chapter 3: Diversity in the Workplace
Chapter 4: Team Building

Unit XVIII: How to Find a Job in Healthcare

Chapter 1: Job Search Correspondence
Chapter 2: The Job Search
Chapter 3: Job Interviews

Dental Office Assistant Program Overview

The Dental Office Assistant Program prepares students for entry-level employment as a “front-office” dental assistant. It discusses the dental team and the fundamentals of assisting in the management of the dental office, including maintaining patient records, scheduling appointments, using office equipment, and managing accounts receivable and payable. It also provides instruction in dental nomenclature and related terminology, charting the oral cavity, English usage, and finding a job in healthcare.

Program Objectives

- Integration and use of technology in the dental business office
- Communication skills that take into consideration the entire dental healthcare team, patient relations, record management, and risk management
- Basic dental anatomy, charting, terminology, and common dental procedures
- Application of HIPAA regulations
- Controlled record management, with examples of paper- based charts and electronic files
- Effective scheduling, insurance processing, recall systems, and inventory control, with suggested steps
- Integration and use of technology in the dental business office
- Communication skills that take into consideration the entire dental healthcare team, patient relations, record management, and risk management
- Basic dental anatomy, charting, terminology, and common dental procedures
- Application of HIPAA regulations
- Controlled record management, with examples of paper- based charts and electronic files
- Effective scheduling, insurance processing, recall systems, and inventory control, with suggested steps

Dental Office Assistant Program Outline

Unit I: Blackstone’s Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study
- Chapter 4: Keyboarding

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: The Internet
- Chapter 3: Other Types of Office Technology

Unit III: Dental Office Management 1

Chapter 1: Orientation to the Dental Profession
Chapter 2: Dental Basics
Chapter 3: Communication Skills and Telephone Techniques
Chapter 4: Written Correspondence
Chapter 5: Patient Relations
Chapter 6: Dental Healthcare Team Communications

Unit IV: Dental Office Management 2

Chapter 7: Computerized Dental Practice
Chapter 8: Patient Clinical Records
Chapter 9: Information Management
Chapter 10: Dental Patient Scheduling
Chapter 11: Recall Systems

Unit V: English Usage and Written Communication

Chapter 1: Parts of Speech
Chapter 2: Parts of a Sentence
Chapter 3: Pronouns, Verbs, and Agreement
Chapter 4: Sentence Types and Punctuation
Chapter 5: Written Communications

Unit VI: Time & Stress Management

Chapter 1: LifeTime Patterns (Values)
Chapter 2: The Power of LifeTime Habits
Chapter 3: Goals, Objectives, and Outcomes
Chapter 4: Choosing Your Priorities
Chapter 5: Planning and Scheduling Activities
Chapter 6: Interruptions, the #1 TimeThief
Chapter 7: TimeLogs
Chapter 8: TimeTips
Chapter 9: Self-Esteem and Time Management
Chapter 10: Stress Management

Unit VII: Dental Office Management 3

Chapter 12: Inventory Management
Chapter 13: Office Equipment
Chapter 14: Financial Arrangement and Collection Procedures
Chapter 15: Dental Insurance Processing

Unit VIII: Dental Office Management 4

Chapter 16: Bookkeeping Procedures: Accounts Payable
Chapter 17: Bookkeeping Procedures: Accounts Receivable
Chapter 18: Employment Strategies

Unit IX: Professional Development and Medicolegal Ethics

Chapter 1: Professional Development
Chapter 2: Medicolegal Ethics
Chapter 3: HIPAA for the Allied Healthcare Worker

Unit X: Critical Thinking Skills

Chapter 1: Introduction to Critical Thinking and the PANIC Method
Chapter 2: Inference and Judgment
Chapter 3: Metacognition
Chapter 4: Forming Strong Conclusions through Predicting
Chapter 5: Rhetorical Strategies
Chapter 6: Critical Theories
Chapter 7: Deductive Reasoning
Chapter 8: Emotional Intelligence and Critical Thinking

Unit XI: Dental Office Practice 1

Chapter 1: Monday
Chapter 2: Tuesday

Unit XII: Dental Office Practice 2

Chapter 3: Wednesday
Chapter 4: Thursday

Unit XIII: Dental Office Practice 3

- Chapter 5: Friday
- Chapter 6: Critical Thinking Questions

Unit XIV: Creating an Effective Workplace Environment

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit XV: Management Practices & Principles

- Chapter 1: The Supervisor: Manager and Leader
- Chapter 2: Effective Communication
- Chapter 3: Creating a Positive Work Climate
- Chapter 4: Building Teams and Managing Conflict
- Chapter 5: Delegation
- Chapter 6: Developing Job Expectations Chapter 7: Recruiting Employees
- Chapter 8: Selecting Employees
- Chapter 9: Orienting and Training Employees
- Chapter 10: Performance Evaluation
- Chapter 11: Disciplining Employees

Unit XVI: How to Find a Job in Healthcare

- Chapter 1: Job Search Correspondence Chapter 2: The Job Search
- Chapter 3: Job Interviews

Pharmacy Technician Program Overview

The Pharmacy Technician program prepares students for entry-level employment as a pharmacy technician in either a retail or health-system pharmacy. It discusses the pharmacy team and the fundamentals of assisting the pharmacist, including interacting with customers, medication preparation, inventory control, and counting and labeling of medications. It also provides instruction in medical and pharmaceutical terminology, pharmacy calculations, pharmacology, body systems and disorders, English usage, ethics and professionalism, and finding a job in healthcare.

Program Objective

- To define and explain different learning styles and learning strategies.
- To identify the parts of speech, the parts of sentences, and sentence type.
- To demonstrate knowledge of guidelines for grammar, punctuation, editing.
- To identify and define common medical prefixes, suffixes, and roots.
- To define anatomical and pharmaceutical terminology and identify relevant abbreviations.
- To describe the duties of a pharmacy technician.
- To identify the correct way to interact with customers and patients face-to-face and over the telephone, while protecting patient confidentiality.
- To explain the various laws and ethical standards that affect the pharmacy technician occupation.
- To explain the similarities and differences between retail and health-system pharmacies.
- To identify the forms of technology utilized in the pharmacy setting.
- To describe the process for inventory management and insurance billing.
- To perform relevant pharmacy calculations, including dosage calculations and measurement conversions.
- To explain dosage formulations and administration, as well as the effects of drugs on the body.
- To identify drug classifications.
- To describe the body systems and related diseases, disorders and treatments.
- To identify the different needs of pediatric and geriatric patients.
- To demonstrate knowledge of proper workplace etiquette.
- To define and explain the importance of medical ethics.
- To describe the process for writing effective resumes and cover-letters.
- To describe how to proactively search for work as a pharmacy technician.

Pharmacy Technician Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study
- Chapter 4: Keyboarding

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: The Internet
- Chapter 3: Other Types of Office Technology

Unit III: Anatomy and Medical Terminology 1: An Introduction

- Chapter 1: Basic Elements of Medical Terms
- Chapter 2: Prefixes
- Chapter 3: Roots and Suffixes
- Chapter 4: Body Structure

Unit IV: Anatomy and Medical Terminology 2

- Chapter 5: The Skeletal System
- Chapter 6: The Muscular System
- Chapter 7: The Integumentary System
- Chapter 8: The Respiratory System

Unit V: English Usage and Written Communication

- Chapter 1: Parts of Speech
- Chapter 2: Parts of a Sentence
- Chapter 3: Pronouns, Verbs, and Agreement
- Chapter 4: Sentence Types and Punctuation
- Chapter 5: Written Communications

Unit VI: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes

- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit VII: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VIII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and Immune Systems
- Chapter 16: The Reproductive System

Unit IX: Fundamentals of Pharmacy Practice

- Chapter 1: History of Pharmacy Practice
- Chapter 2: The Professional Pharmacy Technician
- Chapter 3: Communication and Customer Care
- Chapter 4: Pharmacy Law and Ethics
- Chapter 5: Terminology and Abbreviations

Unit X: Community and Institutional Pharmacy

- Chapter 6: Dosage Formulations and Routes of Administration
- Chapter 7: Referencing and Drug Information Resources
- Chapter 8: Retail Pharmacy
- Chapter 9: Health-System Pharmacy
- Chapter 10: Technology in the Pharmacy
- Chapter 11: Inventory Management

Unit XI: Pharmacy Calculations

- Chapter 12: Insurance and Third-Party Billing
- Chapter 13: Over-the-Counter (OTC) Products
- Chapter 14: Introduction to Compounding
- Chapter 15: Introduction to Sterile Compounding
- Chapter 16: Basic Math Skills
- Chapter 17: Measurement Systems

Unit XII: Pharmacology

- Chapter 18: Dosage Calculations
- Chapter 19: Concentrations and Dilutions
- Chapter 20: Alligations

Unit XIII: Creating an Effective Workplace Environment

- Chapter 1: Aspects of a Positive Workplace Environment
- Chapter 2: Communication
- Chapter 3: Diversity in the Workplace
- Chapter 4: Team Building

Unit XIV: Critical Thinking Skills

- Chapter 1: Introduction to Critical Thinking and the PANIC Method
- Chapter 2: Inference and Judgment
- Chapter 3: Metacognition
- Chapter 4: Forming Strong Conclusions through Predicting
- Chapter 5: Rhetorical Strategies
- Chapter 6: Critical Theories
- Chapter 7: Deductive Reasoning
- Chapter 8: Emotional Intelligence and Critical Thinking

Unit XV: Body Systems, Diseases and Pharmaceutical Treatments

- Chapter 21: Parenteral Calculations
- Chapter 22: Business Math
- Chapter 23: The Body and Drugs
- Chapter 24: The Skin

- Chapter 25: The Eyes and Ears
- Chapter 26: The Gastrointestinal System
- Chapter 27: The Musculoskeletal System
- Chapter 28: Respiratory System
- Chapter 29: The Cardiovascular, Circulatory, and Lymph Systems
- Chapter 30: The Immune System
- Chapter 31: The Renal System

Unit XVI: Special Topics in Pharmacology

- Chapter 32: The Endocrine System
- Chapter 33: The Reproductive System
- Chapter 34: The Nervous System

Unit XVII: Professional Development and Medicolegal Ethics

- Chapter 1: Professional Development
- Chapter 2: Medicolegal Ethics
- Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XVIII: How to Find a Job as a Pharmacy Technician

- Chapter 1: Job Search Correspondence
- Chapter 2: The Job Search
- Chapter 3: Job Interviews

Medical Billing and Coding Program Overview

The Medical Billing and Coding program prepares students for entry-level employment as a medical billing and/or coding clerk. It discusses the fundamentals of medical terminology, pharmacology, insurance billing and coding, medical office practice, professional development, medicolegal ethics, English usage, and finding a job in healthcare.

Program Objectives

- To define and explain different learning styles and learning strategies.
- To identify the parts of a computer and explain how technology is used in the office.
- To identify common word elements in medical terms.
- To identify common medical terms related to the organization of the body and the various body systems.
- To analyze medical terms to determine their meaning.
- To identify the parts of speech, the parts of sentences, and sentence type.
- To demonstrate correct English usage by choosing the correct part of speech in a sentence.
- To evaluate written communications to identify problems and suggest solutions.
- To explain and identify types of health insurance.
- To understand the life cycle of an insurance claim.
- To demonstrate an understanding of ICD-9-CM, ICD-10, HCPCS II, and CPT coding.
- To study medical office procedures.
- To evaluate resumes and cover letters to identify problems and offer solutions.
- To consider ways to proactively search for work as a healthcare professional.

Medical Billing and Coding Program Outline

Unit I: Blackstone's Skills for Success

- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study
- Chapter 4: Keyboarding

Unit II: Introduction to Computers, Keyboarding, and Office Technology

- Chapter 1: Introduction to Computers
- Chapter 2: The Internet
- Chapter 3: Other Types of Office Technology

***Unit III: Anatomy and Medical Terminology
1: An Introduction***

Chapter 1: Basic Elements of Medical Terms
Chapter 2: Prefixes
Chapter 3: Roots and Suffixes
Chapter 4: Body Structure

***Unit IV: Anatomy and Medical Terminology
2***

Chapter 5: The Skeletal System
Chapter 6: The Muscular System
Chapter 7: The Integumentary System
Chapter 8: The Respiratory System

***Unit V: English Usage and Written
Communication***

Chapter 1: Parts of Speech
Chapter 2: Parts of a Sentence
Chapter 3: Pronouns, Verbs, and Agreement
Chapter 4: Sentence Types and Punctuation
Chapter 5: Written Communications

***Unit VI: Anatomy and Medical Terminology
3***

Chapter 9: The Cardiovascular System
Chapter 10: The Urinary System
Chapter 11: The Digestive System
Chapter 12: The Nervous System

***Unit VII: Anatomy and Medical
Terminology 4***

Chapter 13: The Endocrine System
Chapter 14: Eyes and Ears
Chapter 15: Blood, Lymphatic, and Immune Systems
Chapter 16: The Reproductive System

Unit VIII: Introduction to Pharmacology

Chapter 1: Consumer Safety and Drug Relations
Chapter 2: Drug Names and References
Chapter 3: Sources and Bodily Effects of Drugs
Chapter 4: Medication Preparations and Supplies
Chapter 5: Abbreviations and Systems of Measurement

***Unit IX: Professional Development and
Medicolegal Ethics***

Chapter 1: Professional Development
Chapter 2: Medicolegal Ethics
Chapter 3: HIPAA for the Allied Healthcare Worker

***Unit X: Introduction to Insurance and
Coding 1***

Chapter 1: Role of an Insurance Billing Specialist
Chapter 2: HIPAA Compliance and Privacy in Insurance Billing
Chapter 3: Basics of Health Insurance
Chapter 4: Medical Documentation and the Electronic Health Record
Chapter 5: Diagnostic Coding
Chapter 6: Procedural Coding

***Unit XI: Introduction to Insurance and
Coding 2***

Chapter 7: The Paper Claim CMS-1500 (08-05)
Chapter 8: Electronic Data Interchange: Transactions and Security
Chapter 9: Receiving Payments and Insurance Problem Solving
Chapter 10: Office and Insurance Collection Strategies
Chapter 11: The Blue Plans, Private Insurance, and Managed Care Plans
Chapter 12: Medicare

Chapter 13: Medicaid and Other State Programs

Unit XII: Introduction to Insurance and Coding 3

Chapter 14: TRICARE and CHAMPVA
Chapter 15: Workers' Compensation
Chapter 16: Disability Income Insurance & Disability Benefit Programs
Chapter 17: Hospital Billing
Chapter 18: Seeking a Job and Attaining Professional Advancement

Unit XIII: Medical Office Practice 1

Chapter 1: Introduction to Health Information Technology and Medical Billing
Chapter 2: Introduction to Medisoft
Chapter 3: Scheduling
Chapter 4: Entering Patient Information
Chapter 5: Working with Cases

Unit XIV: Medical Office Practice 2

Chapter 6: Entering Charge Transactions and Patient Payments
Chapter 7: Creating Claims
Chapter 8: Posting Payments and Creating Patient Statements
Chapter 9: Creating Reports
Chapter 10: Collections in the Medical Office

Unit XV: Medical Office Practice 3

Chapter 11: Appointments and Registration
Chapter 12: Cases, Transactions, and Claims
Chapter 13: Reports and Collections
Chapter 14: Putting it all Together

Unit XVI: Practical Applications of Coding 1

Chapter 1: Reimbursement, HIPAA, and Compliance
Chapter 2: An Overview of ICD-10-CM
Chapter 3: ICD-10-CM Outpatient Coding and Reporting Guidelines
Chapter 4: Using ICD-10-CM
Chapter 5: Chapter-Specific Guidelines (ICD-10-CM Chapters 1-10)
Chapter 6: Chapter-Specific Guidelines (ICD-10-CM Chapters 11-14)
Chapter 7: Chapter-Specific Guidelines (ICD-10-CM Chapters 15-21)
Chapter 8: An Overview of ICD-9-CM
Chapter 9: ICD-9-CM Outpatient Coding and Reporting Guidelines
Chapter 10: Using ICD-9-CM
Chapter 11: Chapter-Specific Guidelines (ICD-9-CM Chapters 1-8)
Chapter 12: Chapter-Specific Guidelines (ICD-9-CM Chapters 9-17)
Chapter 13: Introduction to the CPT and Level II National Codes
Chapter 14: Modifiers
Chapter 15: Evaluation and Management (E/M) Services

Unit XVII: Practical Applications of Coding 2

Chapter 16: Anesthesia
Chapter 17: Surgery Guidelines and General Surgery
Chapter 18: Integumentary System
Chapter 19: Musculoskeletal System
Chapter 20: Respiratory System
Chapter 21: Cardiovascular System
Chapter 22: Hemic, Lymphatic, Mediastinum, and Diaphragm
Chapter 23: Digestive System
Chapter 24: Urinary and Male Genital Systems
Chapter 25: Reproductive, Intersex Surgery, Female Genital System, and Maternity Care and Delivery

Chapter 26: Endocrine and Nervous Systems
Chapter 27: Eye, Ocular Adnexa, Auditory, and Operating Microscope
Chapter 28: Radiology
Chapter 29: Pathology/Laboratory
Chapter 30: Medicine
Chapter 31: Inpatient Coding

Unit XVIII: How to Find a Job in Healthcare

Chapter 1: Job Search Correspondence
Chapter 2: The Job Search
Chapter 3: Job Interviews

Advanced Paralegal Course Objectives

Each advanced paralegal course covers a critical topic and arms you with specialized knowledge that can help you advance in your current job! At Blackstone our advanced paralegal courses are written by distance education experts and reviewed by legal industry professionals to help YOU with your continuing education hours.

Civil Litigation (50)

- To describe the basic civil litigation process.
- To identify skills of a litigation paralegal and tasks performed by a litigation paralegal.
- To describe the various courts within the federal and state court systems.
- To define and identify types of jurisdiction.
- To identify the paralegal's role in the case investigation and the gathering of evidence.
- To define and describe the responses to the initial pleading.
- To outline the steps involved in drafting, serving, and amending the complaint.
- To explain the procedures for making and opposing a motion.
- To describe the paralegal's role in the discovery process.
- To compare and contrast the different types of depositions.
- To describe the advantages and disadvantages of interrogatories.
- To describe the duties a litigation paralegal might perform regarding settlement.
- To describe the litigation paralegal's function at trial.
- To explain how to draft the appellate brief.

Business & Corporate Law (51)

- To describe historical and constitutional foundations related to business law.
- To describe the relationship between business ethics and the law.
- To identify the basic elements and classifications of contracts.
- To describe the obligation of the parties involved in sales and lease contracts.
- To explain how the Uniform Computer Information Transactions Act (UCITA) affects e-contracts.
- To identify the requirements that must be met for an instrument to be negotiable.
- To define and explain a security interest.
- To outline and describe some major forms of business organization used by entrepreneurs in the United States.
- To identify and describe the express and implied powers of corporations.
- To describe the duties agents and principles owe to each other.

Real Estate Law (52)

- To define real property and differentiate between types of ownership and estates.
- To describe the different forms of concurrent ownership.
- To discuss encumbrances, easements, and licenses.
- To outline the basic requirements for a legal contract, explain the remedies for a breach of contract, and identify the parties to a contract.
- To explain how to prepare a deed.
- To identify the paralegal's role in certain aspects of real estate finance.
- To discuss title examinations, and explain the paralegal's role in ordering and preparing title examinations.
- To describe the importance of title insurance and discuss how to prepare an insurance commitment and review a title insurance policy.
- To outline the parts of a real estate closing and discuss the closing process.
- To provide samples of real estate documents including affidavits, deeds, closing statements and other documents, and explain how to complete each document.
- To explain and differentiate between the condominium and cooperative form of property ownership.
- To describe different methods of surveying and land description and explain how to prepare a legal description of land.
- To discuss commercial leases and lease provisions, including the remedies for a default of the lease available to both the landlord and the tenant.
- To identify and describe the express and implied powers of corporations.
- To describe the duties agents and principles owe to each other.

Practical Bankruptcy Law (53)

- To provide a history and overview of bankruptcy
- To discuss the Bankruptcy Code and the Bankruptcy Rules
- To explain the role of the paralegal in a bankruptcy practice
- To establish the building blocks of bankruptcy law
- To identify different sources of law, explain how to perform legal research, and give the basics of legal writing
- To discuss bankruptcy litigation and appeals, from establishing jurisdiction and venue to appealing a case
- To discuss how to prepare for and begin a bankruptcy case
- To explain how a Chapter 7 bankruptcy case works from the debtor's perspective
- To describe a Chapter 7 bankruptcy case from a trustee's perspective

- To distinguish between Chapter 12 and Chapter 13 bankruptcy cases and explain how these cases work for family farmers and individual reorganizations
- To discuss Chapter 11 bankruptcy cases and explain how complex reorganizations work
- To describe a bankruptcy case from the perspective of secured creditors, unsecured creditors, and lessors
- To explain how taxes are determined, prioritized, and paid in bankruptcy cases
- To discuss the systems used to file bankruptcy cases and obtain bankruptcy court documents electronically, and describe the future role of paralegals

Personal Injury/Torts (54)

- To define tort law and list its categories and purposes.
- To explain the role of foreseeability in tort law.
- To explain the difference between battery and assault.
- To define and explain strict liability.
- To identify the elements and defenses of negligence.
- To discuss the role of products liability in the media.
- To define and identify torts against and within the family and torts connected to the land.
- To explain defamation and related terms.
- To discuss misrepresentation, tortious interference, and tort defenses.
- To define workers' compensation and identify covered diseases and injuries.

Family Law (55)

- The paralegal's role in a family law firm
- How to help draft a premarital agreement
- How to help draft a cohabitation agreement
- What legal issues come up prior to marriage
- The different types of marriages
- The issue of same-sex marriage
- The grounds for an annulment
- Conflict of law issues related to annulments
- Consequences of an annulment decree
- Co-fault grounds for divorce
- Fault grounds for divorce
- How a judicial separation works

- Jurisdictional issues involved in divorces
- Pre-trial and trial matters in a divorce case
- Alternative dispute resolution
- Enforcement of divorce judgments
- How to help draft a separation agreement
- How alimony is determined
- How property division is determined
- How separation agreements are modified
- How child custody and visitation rights are determined
- What to expect from a parent v. parent custody case
- What to expect from other types of custody cases
- The laws prohibiting child snatching
- How child support is determined
- How child support is enforced
- The tax consequences of separation and divorce
- The legal rights of women, including employment rights and reproductive rights
- Illegitimacy rights
- How to help with a paternity proceeding
- The legal status of children, especially those who have been abused or neglected
- The different kinds of adoption
- How to help with an adoption procedure
- The new science of motherhood, including frozen embryos
- The surrogate controversy
- Intrafamily torts
- Vicarious liability

Wills, Trusts, and Estates (56)

- To describe the benefits of having a will
- To explain the implications of dying without a will
- To list the categories of facts needed for estate planning
- To distinguish between real property and personal property
- To describe the different kinds of nonprobate property
- To determine how property is distributed through the law of intestate succession
- To describe the legal requirements for executing, changing, and revoking a will

- To understand typical paragraphs in a will
- To explain laws enacted to protect family members
- To list advantages and disadvantages of different kinds of trusts
- To describe some of the uniform laws
- To list the titles and duties of a personal representative
- To understand different types of probate proceedings
- To learn about the tax forms a personal representative must file
- To explain the law on advance directives and anatomical gifts

Criminal law (57)

- To understand criminal law and the criminal legal system of the United States.
- To explain the paralegal's role in the prosecution of crimes and the administration of justice in criminal proceedings.
- To identify the components of and classification of various criminal acts.
- To explain the elements of crimes against property, public order and safety, and justice and administration, as well as inchoate and organized crimes.
- To explain different types of defenses and their elements.
- To identify the paralegal's role in the intake procedure in a prosecutor's office and in drafting a complaint.
- To understand the legal elements of search and seizure, including the legal use of warrants and the preparation of warrants.
- To discuss a defendant's rights concerning confession.
- To explain and understand the paralegal's role in pretrial procedures from initial appearance to pretrial conference.
- To describe the paralegal's duties and tasks during the trial procedure.
- To understand terms and forms of sentencing and punishment

Blackstone Career Institute



LICENSURE, ACCREDITATION, AND MEMBERSHIPS

Blackstone Career Institute's credentials are your assurance that Blackstone meets quality educational and business standards set by reputable organizations that have assessed our programs and business operations. Blackstone is:

- Licensed by the State Board of Private Licensed Schools, Department of Education, Commonwealth of Pennsylvania
- Nationally accredited by the Accrediting Commission of the Distance Education and Training Council, Washington, D.C.
- Regionally accredited by the Middle States Commission on Secondary Schools, Philadelphia, PA.
- An accredited member of the Better Business Bureau with a rating of A+
- Member of the Greater Lehigh Valley, PA Chamber of Commerce
- Selected by *G.I. Jobs* magazine as a Military-Friendly School
- Active Corporate Partners with the Military Spouse Employment Partnership



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