



# Emergency Medical Services Training Online AEMT Student Handbook

Revised 02/2022



STUDENT NAME: \_\_\_\_\_

COURSE NUMBER: \_\_\_\_\_

RC Health Services is an emergency services training company that was developed by EMTs and Paramedics for firefighters, fire recruits, and Emergency Medical Service personnel. As professional EMTs we understand the difficulty of trying to obtain EMS certification, and professional development training. A group of EMTs and Paramedics with many years of EMS education experience has developed these programs with those problems in mind. We wanted to make an EMS training program that would surpass all others, better equip the students with the facts and knowledge to pass the NREMT Exam.

We hope your time spent here at RC Health Services is one filled with the energy to learn and absorb all that you can to make yourself a successful professional in EMS.

If you have any questions, do not hesitate to ask. We are all here to serve you.

The faculty, staff, and administration are all excited about the coming program year and we want each of you to be successful.

Sincerely,  
*Robert Chambers, RN*  
President/CEO

*Hedy Chambers*  
Vice President

*Dan Koziol, LP*  
COO

*Dr. Lars Thestrup, MD*  
Program Medical Director

*Erika Groot, LP*  
Student Services Manager

*Breanne Lane, LP*  
Education Director

*Amanda Noren, NREMT-P*  
Senior Lead Instructor/ GA Program Director

### **Statement of Mission**

RC Health Services Emergency Medical Services Training is a private EMS training program. The program affords opportunities for individual growth and expression and promotes the development of the total person through scholarly and creative activity and the application of knowledge for the good of society. Its curriculum lays a foundation for lifelong learning, involved citizenship and encourages the pursuit of knowledge, innovation, experimentation, and excellence in human endeavor. It prepares the students for entry-level positions and for advancement in the EMS profession. RC Health Services is an institution that emphasizes personal attention to students, innovation and flexibility in its non-credit offerings, and responsiveness to the diversity of the communities it serves. The program is dedicated to providing an educational environment that recognizes individuality, stresses the importance of human relationships, and reflects the ever changing values and science in the medical field of study. Our ultimate goal is to produce compassionate, "street ready" EMS Professionals to provide the very best patient care possible. After all, our patients deserve the very best.

## **Policies and Procedures**

### **Non-Discriminatory Policy to Students**

RC Health Services admits students of either sex and of any age, race, color, national/ ethnic origin, sexual orientation or disability and extends to all, without discrimination, the rights, privileges, and activities generally accorded or made available to students enrolled in our program. It does not discriminate on the basis of sex, age, race, color, national/ethnic origin, sexual orientation or disability in administration of its educational policies, admission policies, or other administered programs.

RC Health Services does not “screen” students and allows entrance to all students who wish to take the course. Students must be aware; however, that class attendance does not guarantee AEMT certification in any State. In order to proceed in the AEMT certification process, the student must receive a Course Completion Certificate from RC Health Services. This requires the student to master the course material with a minimum of a 70% average and be able to perform and pass all of the required didactic components, complete all clinical rotations successfully, and successfully pass the Oral Board. Attendance and attitude are also considered. The student must also be able to perform as per the Functional Position Description for specific level at which the student is enrolled. The student may be denied a Course Completion Certificate if any of these requirements is not met. Upon successful completion of the course requirements and upon receiving a course completion certificate, the student will then be required to sit for and pass the National Registry Cognitive Computer Based Examination in order to receive NREMT Certification for the level in which they have completed. The student must also meet their respective State EMS Agency and NREMT requirements to become certified.

### **Note on Accommodations**

RC Health Services is able to make certain accommodations based on a student’s documented need. The student must turn in a written note from their psychologist/psychiatrist in order for accommodations to be made. RC Health Services is **not** allowed to make certain accommodations per State Guidelines. Each case will be evaluated individually, and a determination will be made based on the student. The NREMT will make certain accommodations for students attempting the Computer Based Exam. Those can be found at [www.nremt.org](http://www.nremt.org).

Both the ability to read and the ability to perform skills within time frames are essential functions for an AEMT. Therefore, in EMS, a person with a disability may not be denied the opportunity to take an examination; but this person shall be required to take a written exam and pass the skills proficiency verifications within established criteria.

Students will also complete a background check/drug screening in order to be eligible to attend Clinical Rotations. RC Health Services does not discriminate based on the background check, however be advised that certain clinical affiliates will not allow students with certain criminal histories to attend rotations at their facility. This may also affect employment and certification in the future.

All student appeals will be directed to the Education Committee who will have the final decision on the status of the student. The Education Committee consists of the Program Director, Program Coordinator, and any other essential personnel deemed necessary by the Education Committee.

After the Course Completion Certificate has been received and the student has successfully completed their NREMT Cognitive Exam, they will apply for reciprocity through their respective state EMS Office. Your state EMS office can be found at <https://www.nremt.org/rwd/public/states/state-ems-agencies>

### **Closing and Suspension of Activities**

The Program Director is responsible for suspending program activities or closing of any program facility due to weather, transportation, or other emergency conditions. Notice of suspended instruction or the closing of facilities shall be posted on the program's Facebook page: [www.facebook.com/rchealthservices](http://www.facebook.com/rchealthservices) and emailed to the student. In the event of cancellation of classes, the classes missed may be made up by holding classes on weekends, evenings, and/or holidays or by extending the calendar ending any session.

### **Delinquent Accounts and Records**

Students are required to complete all admission records, to return all program-owned property, and to make payment of tuition, fees, and fines owed to the program. Failure to do so may result in deduction of grades or the Course Completion Certificate being withheld. No student will be allowed to sit for their Final Exam until their course is paid in full.

### **Your Financial Responsibility**

As a condition of your enrollment, your tuition and fees are due at the time of registration and may be paid with cash, credit card, or company billing. If you become delinquent regarding a returned check, tuition and fees, or other unpaid balances, you may be administratively withdrawn from all classes with no opportunity of reinstatement.

### **Credit Card Account Verification–Authorization**

An individual who uses a credit card to pay tuition or fees authorizes the RC Health Services to communicate with the credit card issuer and/or financial institution for the limited purpose of verifying information related to use of the credit card at the program, such as verification of account number, verification of a transaction, or verification of a student's signature.

***RC Health Services will not be responsible for multiple holds being placed on your credit card or debit card by your bank or the card issuer.***

### **Withdrawal from the Program**

If a student chooses to withdraw from the program before the completion of the session for which he or she is enrolled, the student is required to fill out an official withdrawal form. All financial obligations to the program must be met, and the student's ID card must be returned to the Clinical Coordinator (if already issued) in order to receive official clearance.

If a student fails to meet their obligations as outlined by this document, RC Health Services will send a drop letter by email to the student's email address on file. The student must notify RCHS of any changes to their email address. If RCHS receives no response to the issued drop letter, it will assume that the letter was received and understood.

### **Refund Policy**

No refund will be given for any course in the RC Health Services EMS Academy.

### Course Pre-Requisites

Our program requires the following prerequisites:

- Student must be 18 years or older
- Completed Online Program Application
- Must have EMT certification/state or NREMT
- Color copy of driver's license or government-issued photo ID
- Verification of high school graduation or GED completion
  - Non-domestic students will be required to obtain an equivalency diploma/GED.
- Ability to read, write, and comprehend English
- **Georgia Students: Must have GA EMT certification** You must attend an orientation (in-person or virtual per COVID requirements) prior to starting your course. You can reference your enrollment documents for orientation dates.

Click on the link below for a walkthrough to access your JB Learning and FISDAP accounts.

[How to enroll in my course and activate my mandatory FISDAP ACCOUNT](#)

## AEMT Cost Estimate

\$2850 if paying in full (\$3150 if using either payment plan) all-inclusive tuition package includes:

- eBook
- Online Premiere Package
- AHA BLS/CPR Course
- Photo Clinical ID Badge
- Drug Screen
- Criminal Background Check
- Liability Malpractice Insurance
- Course Materials
- Course fees
- Clinical Orientation

## Fees not included

- |  |                      |
|--|----------------------|
| ● National Registry Cognitive Exam                     | See NREMT website    |
| ● NREMT AEMT Psychomotor Skills Examination            | See NREMT website    |
| ● Texas DSHS Application or GA state application       | See TDSHS website    |
| ● Physical Exams and Vaccinations                      | Varies               |
| ● IdentoGO Fingerprint Check                           | \$48                 |
| ● Uniforms/Equipment (See Uniform Policy)              | \$70-\$150 (approx.) |
| ● Misc. notebooks, pens, clinical forms, etc.          | Varies               |
| ● Additional skills practice and testing verifications | \$45/hr              |
| Food during clinical rotations                         |                      |

## Payment Plan

RC Health Services EMS Training offers a convenient and flexible payment plan for students who do not wish to pay for their tuition in full. The payment plan can be found in your enrollment papers.

If the student is dropped from the course by RC Health Services EMS Training or withdraws from the course themselves, **they are still responsible for paying their tuition in full.**

## **Immunization Requirements for Healthcare Students**

**\*Serologic test is also known as a titer test.**

**MMR (Measles, Mumps, Rubella)** Two (2) doses Measles, Mumps, and Rubella **OR**  
Serologic test showing immunity (Must show immunity to all three)

### **Tdap/DTap/DTP (Tetanus-Diphtheria-pertussis)**

One dose tetanus-diphtheria-pertussis vaccine (Tdap/DTap/DTP) less than ten (10) years old) If (Tdap) is greater than ten years ago, student **MUST** have booster less than ten (10) years old. Booster may be one (1) tetanus booster (Td) if student has appropriate record of (Tdap).

If no record of either, must have (Tdap) less than ten (10) years old.

**Serologic tests not accepted for (Tdap or Td). Tdap injection is required.**

### **Varicella (Chicken Pox)**

1. Two (2) doses

**OR**

2. Signed waiver indicating that student had the disease

**OR**

3. Serologic test showing immunity

### **Hepatitis B**

Complete Hepatitis B series, regular or accelerated (Accelerated Hep B series can be completed in 1-2 months depending on brand. You must ask your healthcare provider for the accelerated test specifically or you will likely receive the regular 6- month three shot series.) **OR**

Serologic test showing immunity

### **TB (Tuberculosis)**

All three types must be less than one year old:

1. TB PPD skin test showing negative for TB (skin test must have two signatures and dates when test was given and when it was read 2-3 days later)

**OR**

2. QuantiFERON-TB blood test showing negative for TB

**OR**

3. If student receives latent TB results (positive TB tests without active TB infection) then student must have chest x-ray showing negative TB infection.

### **Current Influenza (Flu)**

Required if attending Clinical Rotations between October 1st and May 1st (Dates subject to change based on annual CDC flu season recommendations)

## **Recommended Immunizations, but not required.**

**Hepatitis A** One (1) Injection    **Meningitis** One (1) injection    **COVID:** 2 in series



## Physical Fitness for Ambulance and Clinical Rotations

Each student is required to receive a complete physical examination by a licensed physician, PA, or NP prior to attending clinical rotations. Students who are pregnant, have any preexisting condition that would not allow full participation in clinical rotations, or potentially communicable diseases should contact the Clinical Coordinator early in the program and before attending rotations. Additional documentation such as a letter or physical condition statement from the student's physician may be required to attend rotations. Specific waiver and release may be required at the discretion of the Clinical Coordinator or Program administration.

## AEMT Course Description

<b>Course Title/Description:</b>	Advanced Emergency Medical Technician
<b>Course Length:</b>	The Online Program is self-paced, however the student will have a maximum of 9 months total to satisfy every requirement.
<b>TDSHS Approval:</b>	<b>Please refer to the Navigate Program for the most up to date TDSHS Approval Number. You will have a GA approval number for GA students</b> RC Health Services EMS Academy is authorized by the Texas Department of State Health Services (DSHS) to offer EMS Education Programs including the Emergency Medical Technician Basic Course, Advanced Emergency Medical Technician, and Continuing Education Courses.
<b>Required Text:</b>	<i>“Advanced Emergency Care and Transportation of the Sick and Injured, 3rd Edition”</i> By: Andrew N. Pollak, MD, Published by Jones and Bartlett Learning
<b>Required Online Program:</b>	<i>“Advanced Emergency Care and Transportation of the Sick and Injured, Online Navigation Premier Package.”</i> Published by Jones and Bartlett Learning.
<b>Provision of Material:</b>	Textbooks and online program will be provided to students through RC Health Services as noted in tuition costs.
<b>Supplementary Material:</b>	RC Health Services Student Website: <a href="http://instructor.rchealthservices.com">instructor.rchealthservices.com</a> <b>Password: EMT123\$</b>

***All RC Health Services AEMT students have ten (9) months to complete all aspects of the Program as outlined by this document. Extensions may be granted, but they are at the discretion of the Education Committee and only for an additional 90 days. The official Student Extension Request Form located on the RC Health Services Student Website must be filled out completely in order for an extension to be applied.***

## EMS Academy Goals, Objectives, and Grading

### Goals:

To prepare students to become compassionate, competent, EMS professionals that meet state and national expectations within the profession.

Upon successful completion of program requirements, the student will demonstrate the following:

- The ability to comprehend, apply, analyze, and evaluate information relative to the role as an EMS Professional at the scope in which they are learning
- Technical proficiency in all of the skills needed to fulfill the role on an entry-level an EMS Professional at the scope in which they are learning
- Personal behaviors consistent with professional and employer expectations of an EMS Professional at the scope in which they are learning

### Program Objectives:

Teach the student to comprehend, apply, analyze, and evaluate information relative to the role as an EMS Professional at the scope in which they are learning

- Utilization of classroom/online portal (didactic learning), laboratory (psychomotor learning), and clinical/field experience (psychomotor and affective learning) to allow the student to progressively learn and apply care to patients in the pre-hospital care setting.
- Establish technical proficiency of the skills needed to fulfill the role of an EMS Professional at the scope in which they are learning and preparation for National Registry skills testing at the culmination of the course.
- Promote behavior that is supportive of the EMS profession and encourages the student to demonstrate a caring, empathetic attitude towards patients, families, and other healthcare partners

### Grading Criteria

<b>Exams:</b>	25%	<b>Final Exam:</b>	25%
<b>Quizzes/Homework:</b>	15%	<b>Interactive Lectures</b>	10%
<b>Clinical PCRs:</b>	10%	<b>Skills:</b>	10%
<b>Clinical Evaluations:</b>	5%		

Students must have a cumulative score of 70% once all didactic materials are completed. Students must also pass their oral boards. Additional assignments may be added at the discretion of the Lead Instructor and Course Coordinator. All grades are recorded in the Navigate Program.

## Course Organization

Both Online EMS Programs are broken down into three sections (Didactic, Lab, and Clinical). Every student must satisfy every requirement from each section. All students must meet their respective state requirements found below:

### **Texas Students:**

Texas requires students to complete fingerprinting and background before applying for TDSHS certificate. <http://dshs.texas.gov/emstraumasystems/certinfo.shtm>

### **Georgia Students:**

Georgia has specific requirements for AEMT certification. <https://dph.georgia.gov/ems-personnel-licensure>

### **Didactic Portion**

The didactic portion of the course is completed in Jones and Bartlett Navigate Program. Each student must complete the following for all 42 chapters:

- Interactive Lectures
- Chapter Quizzes
- Interactive scenarios
- Simulated Patients
- Virtual Patients
- Jurisprudence Exam (Texas Only)
- NIMS
- SALT
- Alzheimer's Awareness
- NTIM
- All homework assignments found within JBL
- Additional assignments assigned by RCHS. Refer to Current Checklist.

Students must participate in all live chats, group assignments, case studies, and/or Discussion board assignments. Additional assignments may be administered that the student must complete.

It is recommended that the student join the [RCHS Online AEMT Student Facebook page](#).

Each student must maintain a minimum score of 70% upon completion of all of the aforementioned assignments as well as maintain an "hours log".

**Texas and Georgia Students: 250 hours minimum in the hours log.**

## **EMS Academy Skills Lab Instruction and Testing**

Each student will complete lab skills training and testing. Each student will complete at least one EMT medical Lab/Competency day, one EMT trauma Lab/Competency day, and all required AEMT Lab/Competency days.

**All Students MUST be in uniform for all skills days! If not in uniform, you will be sent home, told to reschedule and charged a no show fee.**

*If you register for a skills day and need to cancel, you must do so no later than 72 hours prior to the course date. If you cancel within 72 hours of the course date, then you are subject to a \$50 rescheduling fee and immediate suspension from the program until the fee is paid. If you do this a second time, you will be charged a \$100 rescheduling fee and be immediately suspended from the program until the fee is paid. If you do this a third time, you will be immediately dismissed from the EMS Academy. When you register for a skills day you are taking up a spot that someone else could be using. No call no showing or cancelling within 72 hours prevents other willing students from completing their skills training in a timely manner.*

## **Medical Lab Practice/Competency Skills Day:**

You may register for this as soon as you start your course. The Medical Lab Skills Day covers EMS medical-related skills as noted in the medical skills competency log. All skills can be found under the "Skill Sheet" section on your JBL as well as the chapters related to skills. Skill registration will take place on the RCHS Student Website. You are required to attend a minimum of One Medical Lab Skill/Competency Day.

Skill sessions can be completed at any RCHS affiliated campus. Your Lead Instructor can provide more information if needed.

## **Medical Skills Day:**

The Medical Skills Day covers all of the medical-related skills. You will practice or test on the following skills:

- BVM of an Apneic Patient
- Cardiac Arrest Management
- Oxygen Administration by Non-rebreather Mask
- Patient Assessment – Medical
- Bronchodilator Therapy
- Epi Pen Autoinjector
- Vital Signs
- Spike an IV Bag Demonstration (there is no skills test for this skill)

### **Trauma Lab Practice/Competency Skills Day:**

You may register for this as soon as you start your course. The Trauma Skills Day covers EMS trauma related skills as noted in the trauma skills competency log. All skills can be found under the “Skill Sheet” section on your JBL as well as the chapters related to skills. Skill registration will take place on the RCHS Student Website. You are required to attend a minimum of One Trauma Skill/Competency Day.

Skill sessions can be completed at any RCHS affiliated campus. Your Lead Instructor can provide more information if needed.

### **Trauma Skills Day:**

The Trauma Skills Day covers all of the trauma-related skills. You will practice or test on the following skills:

- Bleeding Control and Shock Management
- Joint Immobilization
- Long Bone Immobilization
- Patient Assessment – Trauma
- Seated Spinal Immobilization
- Supine Spinal Immobilization
- Traction Splint

### **AEMT Skills Lab Competency Day:**

You may register for this after you have completed both EMT medical and trauma Lab days and completed up to chapter 20 in JB Learning. All skills can be found under the “AEMT Skills Section” in the RCHS Student Website. You are required to attend all AEMT Lab days.

### **AEMT Labs covers the following topics and more:**

- Pharmacology
- IV/IO cannulation
- Med Math
- Medication/Fluid Administration
- Advanced Airway
- Advanced Assessment

### **NREMT Psychomotor Skills Examination Day:**

RCHS does not conduct NREMT Psychomotor testing at this time for TX students, this will be scheduled on the NREMT website.

GA Students will do NREMT testing at the end of the course after clinicals in one of the Atlanta RCHS offices.

## Final Exam

*If the student is not paid in full they are not allowed to take their first attempt at the final exam.*

Upon completion of the aforementioned assignments, the students must take their Final Exam. The Final Exam must be completed at one of the RC Health Services campus locations unless other arrangements have been made with your Lead Instructor. *All shots and physicals must be turned in before the student takes the final exam. The student must score a minimum of a 70% on the Final Exam.* In the event that a student scores less than a 70% on the Final Exam, the student take the second attempt within at least seven (7) days. **On the second attempt at the Final Exam, the student must score a minimum of an 80%.** If the student fails to score a minimum of an 80% on the second attempt of the Final Exam, the student will be removed from the RC Health Services EMS Academy. If a student no call/no shows a final exam appointment it counts as a failed attempt.

## Oral Board

Upon successful completion of the Didactic and skills portion of the course, the student must complete an Oral Board exam with the RCHS Medical Director or his designee. This will be done in one of the RC Health Services campus locations or via video conferencing. If the student does not successfully pass their second attempt, then the student will be removed from the RC Health Services EMS Academy. If a student no call/no shows an oral board attempt it counts as a failed attempt.

## Clinical Internship

Upon successful completion of every step listed above, the student will be authorized by their instructor to submit their clinical availability to attend their Clinical Internship. Certain requirements vary by state. AEMT students do not have a minimum PCR requirement. You do have a minimum clinical competency requirement and minimum hours requirement. You will write PCRs in FSDAP on all patients until you have reached the required competencies. A clinical tracking document will be provided for you.

## Required AEMT Field/Clinical Competencies:

- 48 hours EMS
- 48 hours ER/hospital for TX students
- 12 Hours ER/hospital for GA students
- 5 assessment on a pediatric patient
- 5 assessment on an adult patient
- 5 assessment on a geriatric patient
- 1 assessment and treatment plan for an altered mental patient
- 1 assessment and treatment plan for respiratory distress patient
- 1 assessment and treatment plan for a chest pain patient
- Documented team lead for **at least** one patient assessment
- 10 live venipunctures
- 10 live medication administrations - not Oxygen
- 10 live airway managements
- 1 live BVM on an unintubated patient
- Minimum of 15 PCRs

Complete your Clinical Tracking Competency Form during your Internship. Once you've achieved all your patient competencies and your required hours your Internship is complete. Complete PCRs in FSDAP. Competencies can overlap. For example, you can have a geriatric patient that is also suffering from altered mental status and that will fulfill two competencies.

**All Clinical Rotations must be attended at an RCHS-affiliated EMS Agency and/or Hospital. No rotations can be done unless an affiliation agreement is filed with RCHS, the affiliate, and the respective state agency.**

### **Course Completion Certificate**

Upon successful completion of the aforementioned requirements, the student will be issued a Course Completion Certificate and be cleared to register for the National Registry Computer Based Examination. Nationwide students will then apply for reciprocity through their home State. Each state may have extra requirements to obtain certification.

### **Course Extensions**

All RC Health Services Online AEMT students have a total of nine (9) months to complete all aspects of the Online AEMT Program as outlined by the Online Student Handbook. There are four (4) reasons that RC Health Services will officially grant extensions to the student:

1. Workers Compensation Claim (must present documentation to assigned Instructor).
2. Active Duty in the Armed Forces.
3. Service on a Jury (Bailiff Receipt required).
4. Family Medical Leave Act (FMLA – documentation required).

As a professional organization, RC Health Services recognizes that other extenuating circumstances exist. Extensions may be considered by the Course Coordinator, Course Director, or assigned Instructor on a case-by-case basis and may require additional documentation. In order for an extension to happen, the following conditions must be met:

- Tuition must be paid in full. If tuition is not paid in full, the student must pay the remainder of their balance in order to apply for an extension.
- The Extension Request Form must be filled out in detail and submitted before the student's course expiration date.
- The student must have completed Chapter 1-31 interactive lectures/chapter quizzes including the Medical and Trauma Exam.
- Submit a timeline of how and when the student anticipates completing the program.
- Weekly contact with the student's assigned instructor must be made. This will be in the form of an email to the student's assigned instructor detailing the progress that has been made and what the student's action plan is for the following week.
- Pay the \$200 processing fee.

All extensions granted by RC Health Services will be for 90 days. **No AEMT student will have their course extended greater than 90 days after their nine-month expiration.** Some exceptions may be made at the discretion of the Lead Instructor and Program Director. In the event the student does not meet the new

timeline, the student will be withdrawn from the course. They will be eligible for re-enrollment pending education committee approval. However, they must start the course over as a new student.

The student must fill out the extension form on the First Day Handouts section of the JBL Navigate or the RCHS Student Website and return it to their assigned instructor for approval prior to the end of their course expiration.

## Student Responsibilities

### Activity

- All students must submit their full First Day Handouts to their assigned instructor within 7 days of receiving access to the course.
- must use their course access key issued to them **within 30 days** of purchase without express written authorization from their lead instructor or risk being withdrawn from the program due to inactivity. All students must be active in the course.
- Activity is defined as communication with your instructor and access to the Navigate Program. ***If the student is inactive for 30 days***, they are at risk of being withdrawn from the Program. The student will be allowed to re-enroll as a new student and pay the returning student fee.

### Physical Demands

RC Health Services EMS Academy students will be learning both the didactic and psychomotor aspects of being in EMS. This will include, but not limited to, lifting, bending, kneeling, pushing, and pulling. It is important that the student use good technique and know their own limits to reduce their chances of injuring themselves, the patient, and others. The student may be expected to lift fifty (50) pounds of equipment and a minimum of 150 pounds during a team movement of a patient. RC Health Services will make every reasonable effort to accommodate those students with a temporary or permanent disability, but the student must understand that a certain physical demand requirement exists in the EMS profession and during course activities.

### Language Proficiency

All RC Health Services EMS Training courses are conducted in English. There is currently no accommodation for oral or written instruction/testing for students that speak English as a second language.

**All students are required to have a valid email address for email communication to/from the instructor. It is the student's responsibility to update the instructor with any email address change as class communication is routinely conducted via email. The student should provide an email account that is checked regularly throughout the week.**

Students may have access to RC Health Services' Chromebooks when at an RCHS location. Students are not permitted to use the Chromebook during classroom instruction unless granted permission by the instructor. RC Health Services' Chromebooks will be available during normal business hours at the discretion of the Lead Instructor. All students that utilize the Chromebooks to complete assignments must plan and coordinate this time with the demands of other users. Students using RCHS equipment and networks must follow RCHS policies and procedures. The following actions are strictly prohibited:



- Knowingly using an account, identification number, or password of another student or staff member for something other than its intended purpose.
- Misusing RC Health Services' computer equipment by falsifying or changing records or documents, damaging programs, sending harassing or threatening material, or duplicating copyrighted software.
- Intentionally using RCHS computer resources to store, download, upload, display, print or email computer images that are "obscene materials" and that are not directly related to, or required for, a specific educational course or research project.
- Showing or sending messages, images, or cartoons that are sexually explicit or that demean a person on the basis of race, ethnicity, gender, national origin, disability, sexual orientation, or religion
- Use of RC Health Services' equipment or computer resources for commercial purposes or personal financial gain.

Any student who violates this policy is subject to discipline by RC Health Services up to and including immediate dismissal from the course.

### **Identification as a Student**

The purpose of this policy is to regulate the distribution of information concerning RC Health Services, its students, members, and patients. Protecting RC Health Services' reputation and ensuring that a member's communication outside the organization reflect positively on the member as an individual, but also on RC Health Services.

If the student posts any content online (written, vocal, or visual) which identifies them as a student and/or member of RC Health Services EMS Training, and/or discusses anything related to RC Health Services EMS Training, RC Health Services expects the student, at all times, to conduct themselves appropriately and professionally and in a manner which is consistent with your student/membership and with RC Health Services policies and procedures. Simply revealing the student name or visual image of the student in uniform is sufficient to identify the student as an individual associated with RC Health Services.

The following matters will be treated as gross misconduct capable of disciplinary action:

- Revealing confidential information about RC Health Services, its patients or students and/or members in a personal online posting. This might include, revealing information relating to RC Health Services' patients that is protected by HIPAA, business clients, plans, members, or internal discussions. Posting any RCHS photograph, digital image or video/audio recording is strictly prohibited. Consult your Instructor, Course Director, or Course Coordinator if you are unclear about what might be confidential.
- Disclosing any student's and/or member's home addresses or personal information that has not been previously made public through legal means without the written consent of the member.
- The use of a blog to harass, threaten, libel or slander, malign, defame or disparage, or discriminate against RC Health Services, its students and/or members, management, patients, vendors or suppliers, any organizations associated with or doing business with RC Health

Services or any members of the public, including website visitors who post comments about blog contents.

- The use of the RCHS logo or trademarks or the name, logo, or trademarks of any business partner, supplier, vendor, affiliate on any personal blogs or other online sites without prior authorization.
- Accessing or updating a personal blog from RCHS computers during working hours.

The student should remember that any messages or information sent to one or more individuals via an electronic network – for example, but not limited to, internet mailing lists, websites, Facebook or Twitter – that identifies the student as a student and/or member of RC Health Services are statements that can taint the organization’s reputation or services. The student should include the following disclaimer in all of the student postings to public forums that may either identify you as a student and/or member of RCHS or can identify the organization:

*“The views, opinion, and judgments expressed in this message are solely those of the author and do not reflect the views, policies, or goals of RC Health Services.”*

If the student already has a personal blog or website which indicates in any manner that the student is affiliated with RC Health Services, the student must include the disclaimer on the student’s personal blog or website.

### **Misconduct**

Any violation of program policies or regulations may result in the students being placed on disciplinary warning, disciplinary probation, or suspension (dismissal) and/or being subject to legal prosecution. Misconduct for which students are subject to discipline includes but is not limited to the following:

### **Dishonesty**

Dishonesty such as cheating, plagiarism, or knowingly furnishing false information to the program.(Plagiarism and cheating refer to the use of unauthorized books, notes, or otherwise securing help during a test; copying tests, assignments, reports, or term papers, or being in unauthorized places, such as offices or buildings after hours, or an instructor’s office without permission).

### **Obstruction or Disruption**

Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other program activities, including its public services functions, or of other authorized activities on program premises.

### **Physical and Verbal Abuse**

Physical or verbal abuse of any person on program-owned or controlled property, or at program sponsored or supervised functions, or conduct which threatens or endangers the health or safety of any such person.

### **Cheating and Plagiarism**

The following policies and procedures concerning cheating and plagiarism are printed in this form for the information of all students. The gaining of knowledge and the practice of honesty go hand-in-hand. The

importance of knowledge, properly gained, is emphasized by the grading system. The importance of honesty, fully practiced, is emphasized by rules against cheating and plagiarism. Any act of cheating or plagiarism subjects a student to disciplinary procedures listed below.

If, in the judgment of the instructor, cheating or plagiarism has occurred, the following penalties may be assessed: Zero on paper/assignment/test or automatic removal from the course.

The instructor will notify the student of his/her decision concerning the student's grade and whether further disciplinary action, including suspension, has been recommended before filing the report as indicated below. Should the instructor recommend suspension of the student, the Program Director and/or the Education Committee has the responsibility and authority to determine whether the student will be removed from the program.

### **Collusion**

Collusion shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements.

### **Drugs and Alcohol**

Use, possession, or distribution of alcohol, narcotics, or dangerous drugs on program-owned or controlled property or program sponsored or supervised functions.

### **Bad Conduct**

Disorderly conduct or lewd, indecent, or obscene conduct or expression on program-owned or controlled property or at program-sponsored or supervised functions.

### **Weapons**

Use or possession of firearms, explosives (including fireworks), swords, daggers, straight razors, or illegal knives is not permitted on campus or in automobiles on campus parking lots.

### **Gambling**

Gambling of any form is strictly prohibited.

### **Improper Dress**

In consideration of sanitation, distraction or offensiveness to other students and faculty, students are expected to wear appropriate clothing.

### **Unauthorized Visitors**

Individuals, including children, who are not enrolled as students, employed by the program, or invited as guests of the program, are not permitted to attend classes without prior approval of the instructor and the Program Director. Individuals in violation of this policy are subject to prosecution for trespassing.

### **Forgery**

Forgery, alteration, or misuse of college documents, records or identification.

**Theft**

Theft of property while on program-owned or controlled property.

**Failure to Show Student ID**

Students are required to show an official student identification card at the request of a program staff, faculty, administration or security personnel.

**Hazing**

Hazing with or without the consent of the student is a violation for both the person inflicting the hazing and the person submitting to the hazing.

**Smoking**

Smoking or the use of electronic cigarettes is only allowed outside in designated smoking areas.

**Immediate Dismissal**

The following situations (not limited to) are grounds for immediate dismissal from the program.

1. Illegal use or possession of controlled substances (alcohol, drugs) anywhere on program, property or at a program event or program-sponsored activity.
2. Destruction of property, damage to buildings or furnishings, or defacing program property.
3. Physical assault or threat of physical assault toward anyone on program property or at a program event or program-sponsored activity.
4. "Hate messages" including, but not limited to, racial epithets or derogatory remarks attacking or belittling someone's religious beliefs, whether delivered orally or in writing.

Students committing any of the above infractions may be dismissed from the program unless, in the sole judgment of the program, extenuating circumstances exist that mitigate the offense.

**Policy for Firearms Control on Program Property**

Students, visitors, and employees of the program are prohibited from carrying firearms on property.

**Sexual Harassment**

Sexual harassment is illegal and will not be tolerated in any form. This includes sexual harassment from an employee of the program or by another student.

Sexual harassment is any unwanted verbal or physical sexual attention which is repetitive and one-sided. Some examples include (but are not limited to):

- Sexual comments or jokes;
- 
- Indirect requests or hints for sexual favors in return for grades, promotions, or special favors;
- Demeaning or slang names or labels;
- Creating a hostile environment, or sexually suggestive looks or gestures.

If you believe that you are being harassed, seek help from any RCHS staff immediately.

### **General Complaint Procedure**

Students who wish to file a general complaint:

1. Students should consult first with their Lead Instructor. If a resolution cannot be obtained then go to step 2.
2. The Lead Instructor will direct the student to make an appointment with the Program Director or Program Coordinator to review the complaint. The complaint will be presented to the Education Committee for review and a plan of action will be instituted and given to the student.
3. The Student can file an appeal with the Education Committee.

### **Final Exam/Oral Board Appeals**

Student may submit a formal appeal to the Education Committee regarding final exams and oral boards. No appeal to the Education Committee will be reviewed without a formal written appeal. Students are to contact an instructor for an appeal form.

### **Technical Standards**

As an EMS Professional, I must be able to perform the following without restrictions:

- Assist in lifting and carrying injured and/or ill persons to and from the ambulance.
- Engage in pushing and/or pulling to assist in extrication of a patient pinned beneath and/or inside a vehicle, and in vehicles with electrical hazards.
- Walk, stand, lift, carry, pull, push, and balance in excess of 125 pounds without assistance, (250 pounds with assistance).
- Stoop, kneel, bend, crouch, and crawl on uneven terrain to gain access to a patient.
- Communicate verbally in person, via telephone, and radio equipment.
- Work in chaotic environments with loud noises and flashing lights.
- Perform patient assessments, implement treatment, calculate weight and volume ratios under threatening time constraints.
- Work effectively in low light, confined spaces, extreme environmental conditions, and other dangerous environments while ensuring patient safety and remaining calm.
- Locate the scene of an emergency by reading maps and responding safely and quickly to the location as directed by the dispatcher while observing traffic ordinances.
- Perform fine motor movements within the AEMT Scope of Practice while in stressful situations and under threatening time constraints.
- Perform major motor movements as required to operate ambulance stretcher, long spine board, KED Extrication, scoop stretcher, traction splint, MAST trousers, and long bone immobilization devices as well as all of the requirements stated in the National EMS Scope of Practice Model.

This is the initial timeline for the RC Health Services Online EMS Program. Students should start at the beginning of the Navigate Program and work through each chapter. RC Health Services recommends the student use the Knowledge Objectives in the Lesson Outline for the student as a framework for each chapter. The requirements for each chapter: read the chapter, complete the lecture, and complete the

quiz. Additional assignments are noted in Navigate. The student should reach out to their assigned instructor for general questions about any didactic material.

The student is eligible for skills days as noted above. Students may register on the Student Website.

Each student is responsible for turning in their documents in an expeditious manner. All documents listed above must be turned in to their assigned instructor prior to the student sitting for the final exam. All documents must be scanned (not photographed) and turned in as a PDF document. All other documents will be rejected.

After the student completes all 42 chapters, all skills practice and testing, and has turned in all appropriate paperwork, they are eligible to schedule their final exam.

**GA students will do NREMT skills testing at the end of the course.**

Upon successful completion of the final exam, a link will pop up to take you to the website to schedule your drug screen and background check. Then the student will request the ID badge from [emt@rhealthservices.com](mailto:emt@rhealthservices.com). Please send a photo with a plain background from the shoulders up with a valid postal address to send the ID badge to. During this time, the student will complete their clinical orientation in the Navigate Program.

Once the student has successfully passed their drug screen, successfully completed clinical orientation, and been successfully cleared by their assigned instructor, the student may sit for their oral board examination. After successful completion of the oral board, the student will be eligible to submit clinical availability.

GA Students will schedule their NREMT skills testing via the student website after clinicals are finished: [instructor.rhealthservices.com](http://instructor.rhealthservices.com) password: EMT123\$

## Computer Usage

All students must meet the below system requirements prior to starting class.

Operating System/Platform*	Safari 7.0	Safari 8.0	Firefox 36	Chrome 41	IE11	IE10
MAC 10.7	X	X	X	X		
MAC 10.9	X	X	X	X		
Windows 7			X	X	X	X
Windows 8.1			X	X	X	X
iPad 2 with IOS 8+		X				
iPad 3/Air with IOS 8+		X				
iPad Mini with IOS 8+		X				
iPhone with IOS* 8+		X				
Android tablet with OS 4.3**				X		
Android phone with OS 4.1*				X		
Windows 8 tablet					X	X

### System Requirements

To work successfully with Navigate 2 your computer/mobile device should match one of the supported browser and operating system configurations. Navigate 2 may run on newer (or even slightly older) versions of these browsers, but a version is not considered fully supported until it is specified with an "X" in the matrix below.

"+" Means minimum version, tested to latest current version widely available.

\* Applications currently operate correctly, but in an attenuated manner within small screen sizes. Additionally, the Navigate eReader is not compatible with mobile devices with screen sizes smaller than seven inches. Users on smaller screens cannot necessarily access all functionality. Issue will be addressed in future release.

\*\* Excludes Kindle and Nook platforms. Flash player used in offline ebook reader is not supported beyond Android 4.1. Issue will be addressed in future release.

For technical support issues you can contact Jones and Bartlett at [support@jblearning.com](mailto:support@jblearning.com) or 1-800-832-0034, option 5. Hours of operation are Monday-Friday 0830-2000 EST

### Helpful Tips:

Students should start at the beginning of the Navigate Program and work through each chapter. RC Health Services recommends the student use the Knowledge Objectives in the Lesson Outline for the

student as a framework for each chapter. The requirements for each chapter: read the chapter, complete the lecture, and complete the quiz. Additional assignments are noted in Navigate. The student should reach out to their Lead Instructor for general questions about any didactic material.

The student is eligible for skills days as note. Students may register on the Student Website.

Each student is responsible for turning in their documents in an expeditious manner. All documents listed above must be turned in to their assigned instructor prior to the student sitting for the final exam. All documents must be scanned (not photographed) and turned in as a PDF document. All other documents will be rejected. Be sure to read the RCHS Reminders in Navigate for logistical details as you progress.

**If you are inactive on Navigate for 30 days, you are at risk of being dropped from the course.**

The information below provides a brief overview of the course requirements. Students must refer to their course checklist and clinical guidelines manual for the most up to date information.

- Complete didactic portion (all 42 chapter interactive lectures, chapter quizzes, homework assignments, medical/trauma/final exam, additional assignments, interactive scenarios, BLS course, and all tabs within JBL).
- Complete medical practice day
- Complete trauma practice day
- Complete AEMT skills competency day
- Complete final exam
- Complete oral board
- Complete clinical orientation (HIPPA, Universal Precautions, and Clinical Guidelines Exam)
- Complete 48 hours of ambulance and 48 hours of hospital internship at an RCHS affiliated Agencies
- Complete all internship competencies
- Complete clinical evaluations
  - preceptor evaluations
  - clinical site evaluations
  - evaluations completed on student by preceptor
- End of Course Survey
- Complete Instructor review of clinical paperwork and exit interview.
- Do NREMT psychomotor testing in an Atlanta office for GA students
- Receive course completion certificate
- Sign up for cognitive computer based exam at any Pearson Vue Center
- Sign up for NREMT Psychomotor Testing at separate location. **(TX only students)**
- Upon achieving a passing score, you apply for your AEMT license your State Department of Health.



## **Instructor Contact Information**

**Calls are answered within normal business hours. Emails and voice messages will try to be returned within 3 business days. Weekends do not count as a business day.**

### **Georgia Lead Instructor:**

Amanda Noren  
Office: 678-924-8250  
email: [amanda@rhealthservices.com](mailto:amanda@rhealthservices.com)

### **Texas Lead Instructors:**

Annie Dodson  
Office: 281-770-7132  
email: [aemt@rhealthservices.com](mailto:aemt@rhealthservices.com)

Melodie Stahl  
Office: 281-800-8284 x 1066  
email: [melodie@rhealthservices.com](mailto:melodie@rhealthservices.com)

## **RCHS Leadership Contact Information**

### **Chief Operating Officer/Program Director:**

Dan Koziol  
223 West Anderson Lane, #A-101, Austin, TX 78752  
281-416-5939  
[dan@rhealthservices.com](mailto:dan@rhealthservices.com)

### **Education Director:**

Breanne Lane  
Office: (832) 464-6796  
[breanne@rhealthservices.com](mailto:breanne@rhealthservices.com)