MEDICAL TECHNICAL ADMINISTRATIVE
CAREER CENTER

STUDENT CATALOG

P.O. Box 1409
Gloucester VA 23061

Phone (804) 695-2100
Toll Free (888) 838-9788
www.mtacconline.net
Email: admin@mtacc.net

INTRODUCTION:

Medical-Technical-Administrative Career Center's (School's) online medical transcription training programs consist of a combination of online training, textbook reading, research training, transcription instruction, and actual transcription practice.

Philosophy of School:

School opens its door to any and all who desire to promote and educate themselves in the field of medical transcription. This will be accomplished by our ongoing commitment to provide the most thorough, most up-to-date, and most accurate medical transcription training available on the market today. Students can expect quality instruction in addition to support from faculty and staff from the initiation of the program through job assistance after graduation.

History of School:

School was first envisioned by Margery Hinman back in 1999 when it became apparent that there was a lack of qualified, trained medical transcriptionists in the United States. An entrepreneur by heart, her vision of a well-rounded, intense, yet advanced training program came as a result of her ownership of Tidewater Medical Transcription Services, Inc. Having started in the career of medical transcription in 1981, Margery is a self-trained instructor, experienced as a college-level instructor, and certified for many years in the field of medical transcription. In addition, she has trained several private students and mentored hundreds of others. It is this experience and insistence on excellence that has brought forward the school you know today as MTACC.

Admission Requirements:

Anyone is eligible for admission. An enrollment form must be filled out for our student file. School reserves the right to evaluate special cases and refuse enrollment when such refusal is in the best interest of the school. It is the policy of School and its associates to maintain and promote equal employment and educational opportunities without regard to race, color, sex or age, religion, disability, national origin or other non-merit factors. If you require special assistance because of a disability or chronic health problem, please contact School before enrollment. Assistance will be provided as much as possible.

Admission Procedures:

Admission information may be obtained from the Admissions or from our website at www.mtacconline.net. Correspondence regarding admission should be addressed to admin@mtacc.net or mailed to Admissions Office, MTACC, P.O. Box 1409, Gloucester, VA 23061. School accepts students within the United States and Canada, including Alaska, Hawaii and Puerto Rico. Overseas applicants accepted on a case by case basis. Since School offers self-paced programs, Enrollment Forms may be submitted at any time during the year. When applying, follow these procedures:

1. Complete an application. See enrollment form on our website at www.mtacconline.net/enroll-now/
2. E-mail, mail, or telephone the application in to our office.
3. Pay the appropriate fees for the payment plan you choose.

Description of the School Physical Facilities: Located near beautiful Williamsburg, Virginia, our school is located in historic Gloucester, Virginia. There are no classrooms as all learning is done in a web-learning environment.

Hours Required for Graduation: All programs are self-paced online programs. Therefore, the number of hours that it will take to complete the program will vary from student to student, depending on the number of hours studied per day, the ability to retain the information learned, and the ability to increase your listening and transcribing skills. For the Advanced Medical Transcription & Editing Program, the actual number of program hours is 1,470. The average student completes this program in approximately 9 months working 2-6 hours per day.

Graduation Requirement: Our grading system consists of a series of online self-tests that the student can administer unlimited times, as well as a Final Exam at the end of each of the 30 modules. Student must pass a Final Exam at the end of the program which consists of actual transcription testing. A grade of 90 or better constitutes a passing grade. Upon passing, the student will receive a certificate of completion. Those with a final grade below 90 may retake the exam no more than three times.

Credit Transfer Policy: For incoming students, we do not accept credits from outside institutions toward our programs. However, you may opt to test out of any programs you have taken previously. Any transfer of credits earned at our institution is based on the discretion of the receiving institution.

Student Absence Policy

State regulations requires school to closely monitor student attendance. As such, we require students, if they will be absent from 14 consecutive days of online study, to submit in writing their intentions for completing the program. Students who miss 14 consecutive days will be contacted to determine their intention. Non-communication by the 15th day of absence will be exited from the program for non-attendance, and may be subject to a tuition balance due.

Leave of Absence Policy

In the case of prolonged illness or accident, death in the family, or other special circumstances that make attendance impossible or impractical, a leave of absence may be granted to the student if requested in writing via email by the student or designee. Leave of absence may be approved provided there is a reasonable expectation that student will return to the school and the leave of absence does not exceed 180 days in any 12-month period. If student does not return to school, school will treat absence as a withdrawal as of the last date of attendance.

SCHOOL GOALS:

Our goals are to provide an educational program in healthcare documentation which will prepare the student for entry-level employment as a healthcare documentation specialist by providing the basic knowledge, understanding, and skills required to transcribe clinical dictation and prepare patient care documents with accuracy, clarity, consistency, and timeliness, applying the principles of professional and ethical conduct. Specific goals are as follows:

1. To provide academic and occupational advice in an effort to guide students and help them develop and progress toward their goals.
2. To refresh students in basic language areas and improve student performance.
3. To maintain a qualified faculty consisting of teacher/practitioners from relevant professional fields and carefully selected for their teaching ability and commitment to excellence in teaching.
4. To keep programs of study meaningful, relevant, and up to date by frequent evaluation and periodic modification.
5. To update and improve our instructional delivery system.
6. To teach and emphasize business ethics in our programs to ensure the highest standards of conduct when employed.
7. To promote self management skills, assertiveness, social skills and other professional and business skills needed for occupational success.
8. To provide effective and convenient program scheduling.
9. Staff and instructors will emphasize to our students the importance of attitude, flexibility and dependability.
10. To help students achieve their employment goals upon graduation by providing career development services.
11. Graduates will be provided with assistance in on-going career development.

PROGRAM PREREQUISITE RECOMMENDATIONS:

We suggest student readiness for a healthcare documentation education include the following:

-English comprehension, spelling, and usage competency (spoken and written) equivalent to that of a high school graduate.
-Minimum keyboarding speed of 45 corrected words per minute.
-Intermediate word processing skills, including ability to create, save, format, and copy and paste documents.
-Intermediate computer skills including ability to troubleshoot basic computer problems, install software, manage files, send and receive emails with attachments, and utilize the Internet for research purposes.
-Normal level of audiometric acuity.

COMPUTER SYSTEM REQUIREMENTS:

Our programs are all online. Therefore, students' computer systems meet the following minimum requirements:

1. Operating system: Windows XP or higher for PCs; OS X 10.5 or higher for Macs
2. Computer configuration: 2GB of RAM, 1 GB of free disk space, Broadband Internet connection (DSL or cable recommended), Web browser (Mozilla Firefox is highly recommended), Sound card with speakers or headphones, Printer (recommended but not required), JavaScript must be enabled (http://support.mozilla.org/en-US/kb/javascript-settings-for-interactive-web-pages#w_enabling-and-disabling-javascript), Cookies must be enabled (http://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences), Pop-up blocker is turned off (http://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting#w_pop-up-blocker-settings)
3. Internet connection: a broadband connection (256 kbps or faster)
4. Browser Requirements: Mozilla Firefox works best with Moodle. Other browsers such as Internet Explorer or Safari may be used, but may not support all functionalities in Moodle, such as online quizzes and the HTML editor. All browsers should have JavaScript, Cookies, and Pop-ups enabled (do not block Pop-ups).
5. Software Recommendations (Click the links below to download these applications if they are not already installed on your computer). Mozilla Firefox (http://www.mozilla.org/en-US/firefox/new/), Adobe Acrobat Reader (http://get.adobe.com/reader/), Adobe Flash (http://get.adobe.com/flashplayer/), Adobe Shockwave (http://get.adobe.com/shockwave/),
6. Accessories: For our medical programs, you must have a sound card with speakers or a headphone to listen to the audio. For Medical Transcription, any headset is needed.

PROGRAM OBJECTIVES:

English Language: Objectives

Upon completion of this program, students will be able to:

1. Apply the rules of spelling, including forming plurals and adjectives, of English words.
2. Define, spell, and use English words commonly used in healthcare documentation.
3. Recognize, correctly spell, and use commonly misspelled English words.
4. Recognize, correctly spell, and use commonly misused English words.
5. Recognize, correctly spell, and use common English homophones (sound-alikes).
6. Correctly use Arabic numerals, roman numerals, and units of measure as designated in the most recent edition *of The Book of Style*.
7. Transcribe abbreviations, acronyms, and brief forms in accordance with the most recent edition of AHDI's *The Book of Style*.
8. Correctly assign the parts of speech (nouns, verbs, prepositions, etc.) to words in context.
9. Use rules of correct grammar, including verb tense, subject-verb agreement, and pronoun-antecedent agreement.
10. Correct syntax errors, avoiding dangling modifiers and awkward, unclear, or humorous wording.
11. Apply the rules of punctuation to ensure clarity and accuracy of communication.
12. Recognize and appropriately transcribe, edit, or flag jargon, slang, street talk, regionalisms, profanities (derogatory or inflammatory remarks), obscenities, and vulgarities, in accordance with AHDI's *The Book of Style*.
13. Appropriately transcribe or translate foreign abbreviations and phrases, in accordance with *The Book of Style*.
14. Identify and use appropriate references and other resources.
15. Evaluate and choose appropriate Internet references.

Medical Knowledge: Objectives

Upon completion of this program, students will be able to:

1. Divide, analyze, and define complex medical words by recognizing their components: prefixes, suffixes, combining forms, and root words.
2. Build basic medical words using prefixes, suffixes, root words, and combining forms.
3. Correctly pronounce, spell, and use medical terms in context, including medical homophones (sound alike terms) and commonly confused/misused medical terms.
4. Name major organs and structures by body system and describe their locations and function.
5. Categorize major pathological conditions and disease processes by body system.
6. Identify and categorize electro-diagnostic and imaging modalities by specialty.

7. Categorize common clinical laboratory tests.
8. Identify and use common abbreviations and brief forms pertaining to each body system.
9. Describe and use common eponyms pertaining to each body system.
10. Identify, pronounce, spell, and define commonly used foreign-language medical words and phrases.
11. Apply correct suffixes for plurals, nouns, and adjectives, including those of Greek and Latin origin.
12. Locate and identify terms describing anatomical positions, directions, and planes of the body; identify body cavities and recognize organs contained therein; locate and identify the anatomical and clinical divisions of the abdomen.
13. Identify and use appropriate medical references and other resources to research, study and stay current with trends and developments in medicine.

Anatomy & Physiology: Objectives

Upon completion of this program, students will be able to:

1. Describe the structure and function of cells, tissues, organs and systems.
2. Identify body cavities and the organs they contain.
3. Describe the position or relationship of one part of the body to another incorporating directional and positional terms as well as anatomic planes and regions.
4. Classify tissue by type, including epithelial, connective, muscle, and nerve tissues.
5. Locate organs, muscles, bones, and other structural components of the body on a graphic.
6. Categorize anatomical structures by each body system.
7. Apply the concept of homeostasis to human physiological activity.
8. Relate and summarize the body's immune system and defense mechanisms.
9. Identify and use appropriate medical references and other resources to research and study common diseases and conditions and to stay current with trends and developments in medicine.

Pathophysiology: Objectives

Upon completion of this program, students will be able to:

1. Describe the fundamental nature of disease, including injury and repair, inflammation, immunopathology, infectious disease, cancer, hemodynamic disorders, genetic disorders, and pathologies of selected body systems.
2. Identify the predisposing factors and etiologies of human diseases and disorders including the effects of homeostasis.
3. Explain the principles of infection, the concept of immunity, and methods of transmission, prevention, diagnosis, and treatment of infectious and blood-borne diseases.
4. Differentiate among classification systems (including scoring methods, scales, or grades) for disease, injury, or anatomic anomaly.
5. Categorize signs and symptoms of diseases and syndromes by body system or specialty.
6. Identify diagnostic procedures for diseases and syndrome by body system or specialty and explain the implications of physiologic or abnormal diagnostic findings.
7. Classify treatment modalities for diseases, syndromes, and trauma by body system or specialty.
8. Categorize common drugs according to their indications by symptom or disease.
9. Discuss the prognosis of diseases and syndromes by body system or specialty.
10. Recognize and practice infection control measures.
11. Identify and use appropriate medical references and other resources to research and study common diseases and conditions and to stay current with trends and developments in medicine.

Pharmacology: Objectives

Upon completion of this program, students will be able to:

1. Describe pharmacological nomenclature and principles.
2. Classify routes of administration and drug forms.
3. Describe the relationships of drug classes with disease processes and medical specialties.
4. Recognize commonly prescribed medications, including indications, actions, dosages, and routes of administration.
5. Recognize and use correct pharmacological names and dosages.
6. Use appropriate pharmacological references.

Diagnostic Medicine: Objectives

Upon completion of this program, students will be able to:

1. Use appropriate imaging, diagnostic, and laboratory medicine terminology.
2. Identify imaging, diagnostic, and laboratory medicine testing methods and procedures used for various diseases and conditions.
3. Identify normal laboratory value ranges.
4. Recognize and correctly express laboratory values.
5. Identify and define common abbreviations used in imaging, diagnostic, and laboratory medicine.
6. Students will select and use appropriate medical reference materials for diagnostic imaging (i.e., word books, dictionaries, Internet and electronic resources).

Technology: Objectives

Upon completion of this program, students will be able to:

1. Identify and use basic features of word processing programs (to include inserting text, deleting text, creating macros, saving, general key commands) and general operating system functions.
2. Identify security and confidentiality issues related to technology and apply system security concepts (e.g., password protection, antivirus software, encryption).
3. Differentiate between stand-alone and networked computers.
4. Recognize the functions of computer components and peripherals (e.g., printer, modem).
5. Differentiate and evaluate different Internet connections (cable, DSL, satellite) and their impact on productivity and reliability.
6. Identify general knowledge of speech recognition technology and editing concepts.
7. Identify and utilize a personal computer maintenance plan (e.g., virus protection, defragmenting disk drives, deleting temporary files, and data backup).
8. Explain basic concepts of the healthcare documentation process and technology.
9. Use designated transcription/editing equipment (e.g., analog, digital, sound card, foot pedals, headsets, software) to complete healthcare documentation assignments.
10. Demonstrate appropriate use of telecommunications (including security) and send, receive, forward, respond to, and attach documents to email (e.g., fax, modem, Internet).
11. Install software programs on a personal computer and adhere to copyright law.
12. Employ electronic media for accuracy (e.g., spell checker).
13. Use productivity software and keyboard shortcuts (e.g., macros, word expanders, mouse versus keyboard).
14. Demonstrate and apply correct ergonomics.
15. Identify a variety of reliable electronic references, websites, and resources.
16. Troubleshoot basic computer and transcription equipment problems.
17. Explain basic concepts of an electronic healthcare record (including the healthcare documentation process).
18. Demonstrate an understanding of the differences between an electronic medical record, electronic health record, and a personal health record.
19. Recognize and define common terminology related to electronic healthcare records (HL7, SNOMED, HTML, XML,CPOE, HIE, REC, NHIN, Health Story Project, parsing, data tagging, structured/unstructured text, narrative data, meaningful use, ICD-10, etc.).

Medicolegal Aspects of the Healthcare Record: Objectives

Upon completion of this program, students will be able to:

1. Describe the characteristics and use of the healthcare record as a legal document.
2. Identify required content of the healthcare document and its components.
3. Analyze the relationship of healthcare documentation to the healthcare record.
4. Recognize the role of healthcare documentation in the health information workflow process.
5. Demonstrate the importance of delivering healthcare documentation in a timely manner.
6. Explain the HIPAA privacy and security rules as well as other legal, regulatory, and standards requirements for healthcare documentation and related processes used by healthcare documentation specialists.
7. Define basic medicolegal terminology as it pertains to healthcare documentation (business associates, covered entities, PHI, reportable and non-reportable breaches).
9. Describe the influence of voluntary and regulatory agencies on standard setting for healthcare documentation.
10. Describe, explain, and comply with medical and professional ethics, including the AHDI Code of Ethics.

11. Recognize risk management implications within healthcare documents and report them appropriately.
12. Explain and comply with patient rights to privacy, confidentiality, and release of patient information.
13. Identify potential liability issues for medical transcriptionists.
14. Identify continuing education resources in medicolegal issues regarding healthcare documentation.
15. Identify and use appropriate references and other resources (including Joint Commission's Do Not Use Abbreviation List).
16. Understand the importance of quality assurance and best practices (audits, feedback).

HEALTHCARE DOCUMENTATION PRACTICE

Beginning Healthcare Documentation: Objectives

Upon completion of this program, students will be able to:

1. Operate designated equipment for healthcare documentation, demonstrating good ergonomic habits.
2. Accurately transcribe and/or edit documents from a variety of medical specialties, with and without accents and dialects, using appropriate formats.
3. Use language skills and medical knowledge to appropriately edit, revise, and clarify documentation, without altering the meaning.
4. Recognize, evaluate, and interpret inconsistencies, discrepancies, and inaccuracies in documentation.
5. Evaluate the accuracy of healthcare documentation.
6. Recognize situations requiring assistance from supervisor, co-worker, or originator in order to understand dictation and transcribe/edit reports.
7. Analyze and provide solutions to common ergonomic problems in the work environment.
8. Identify and use appropriate references.

Intermediate Healthcare Documentation: **Objectives**

Upon completion of this program, students will be able to:

1. Interpret and transcribe and/or edit a variety of healthcare reports of intermediate difficulty by dictators with and without accents and dialects.
2. Use language skills and medical knowledge to appropriately edit, revise, and clarify while transcribing/editing original healthcare documentation of intermediate difficulty, without altering the meaning of the dictation.
3. Call attention to medical inconsistencies, discrepancies, and inaccuracies in documentation.
4. Evaluate the accuracy of healthcare documents of intermediate difficulty.
5. Define and apply medicolegal concepts to healthcare documents.
6. Meet progressively demanding accuracy standards while transcribing/editing reports of intermediate difficulty.
7. Meet progressively demanding productivity standards while transcribing/editing reports of intermediate difficulty.
8. Identify and use appropriate references, whether written or electronic, while transcribing, proofreading, editing, and revising.
9. Recognize and adhere to account/client specific standards while transcribing/editing.
10. Identify elements in healthcare documentation practice that affect reimbursement (e.g., completeness, timeliness).

Advanced Healthcare Documentation: Objectives

Upon completion of this program, students will be able to:

1. Interpret and transcribe and/or edit a variety of healthcare documents of advanced difficulty by dictators with and without accents and dialects.
2. Use language skills and medical knowledge to appropriately edit, revise, and clarify while transcribing/editing advanced, original healthcare documentation without altering the meaning of the dictation.
3. Evaluate the accuracy of transcribed/edited healthcare documents of advanced difficulty.
4. Define and apply professional and ethical conduct.
5. Meet progressively demanding accuracy standards while transcribing/editing reports of advanced difficulty.
6. Meet progressively demanding productivity standards while transcribing/editing reports of advanced difficulty, making use of tools such as expanders, keyboard shortcuts, and macros.
7. Identify and use appropriate medical references and other resources.
8. Discuss the differences between traditional transcription and editing, demonstrating the ability to produce accurate work in any documentation environment.

9. Identify elements in healthcare documentation practice that affect reimbursement (e.g., completeness, timeliness).

HEALTHCARE DOCUMENTATION PRACTICUM OBJECTIVES:

Upon completion of this program, students will be able to:

1. Accurately transcribe and/or edit authentic clinician-generated documents representing various specialties, report types, and account specifics.
2. Use language skills and technology to appropriately edit, revise, and clarify while transcribing/editing dictation, without altering the meaning of the dictation.
3. Apply medicolegal concepts as they relate to healthcare documentation.
4. Meet accuracy and productivity standards.
5. Practice professional behavior and ethical conduct.
6. Identify and use appropriate references and resources.
7. Identify elements in healthcare documentation practice that affect reimbursement (e.g., completeness, timeliness).

PROFESSIONAL DEVELOPMENT OBJECTIVES:

Upon completion of this program, the student will be able to:

1. Demonstrate effective interpersonal communication and teamwork skills in problem solving and/or conflict management.
2. Identify and implement time and stress management techniques.
3. Explain the importance of flexibility and adaptability in the workplace.
4. Define components of a professional image and demonstrate professionalism.
5. Delineate career and alternative career paths in the healthcare documentation industry that build on a core healthcare documentation education.
6. Prepare a resume, complete an employment application, and participate in a job interview.
7. Identify and prioritize work-related obligations.
8. Analyze the importance of ethical conduct in the workplace.
9. Describe the characteristics of various work settings (e.g., hospital-, service-, and home-based offices).
10. Differentiate among features (e.g., compensation, benefits, schedules) of different work environments and display skill in negotiating terms of employment, incorporating the differences in compensation methods.
11. Relate procedures and requirements for practicing as an independent contractor (e.g., business licensing, contracts, taxes, space, equipment, pricing).
12. Use varying techniques for measurement of outcomes (e.g., quality, turnaround time, productivity).
13. Illustrate the basic differences among employee, statutory employee, and independent contractor status, as well as the potential tax, insurance, and liability implications of each.
14. Demonstrate the value of affiliating with professional organizations such as AHDI.
15. Recognize the value of AHDI and other professional credentials.
16. Practice networking skills such as face-to-face meetings, social media, and webinars of AHDI component associations, etc.).
17. Formulate a plan to implement successful continuing education.
18. Identify and use appropriate references and resources.

CURRICULUM FOR ADVANCED HEALTH DOCUMENTATION / ADVANCED MEDICAL TRANSCRIPTION

SECTION I: LAYING A PROPER FOUNDATION FOR TRANSCRIPTION

MODULE 1: Getting Started
• About our Student Forum
• Basics of Medical Transcription
• Sample Medical Reports
• Your Medical Reference Library

• Your Professional Image
• Ethics and Confidentiality/ HIPAA Laws
• Legal Aspects of Healthcare Records
• Proper Ergonomics for the Medical Transcriptionist
• MT Education
• Career Role and Responsibilities
• Metric System and Units of Measure
• Study Tips

MODULE 2: MT Basics
• Tools of the Trade
• FTP (File Transfer Protocol)
• The Future of Medical Transcription
• Hospital Medical Reports
• Preparation of a History & Physical
• Clinic Medical Reports
• Formats
• Organizing the Information
• Proofreading and Editing
• Basic Formatting Guidelines
• Flagging and Blanks
• Transcribing Foreign Dictators
• Methods of Line Counting

MODULE 3: Grammar and Punctuation
• Parts of Speech
• Nouns
• Pronouns
• Verbs
• Subject/Verb Agreement
• Adjectives
• Adverbs
• Conjunctions
• Interjections
• Preposition
• Commas and Semi-Colons
• Hyphens and Dashes
• Who/Whom
• Affect/Effect
• Good /Well
• Parts of a Sentence
• Abbreviations
• Capitalization
• Transcribing Numbers, Figures and Abbreviations
• Hyphenation
• Plural Forms
• Sound-Alike Words
• State Abbreviations
• Commonly Misspelled Words
• Practice Rules to Remember When Transcribing
• Grammar Practice

MODULE 4: Using Your Computer
• Maintaining Your PC Part 1
• Maintaining Your PC Part 2
• What is the Internet
• Getting the most out of the Internet
• Introducing the Internet

• Internet Explorer
• PC Maintenance- Doing It Yourself
• Build Your Own Computer
• PC Maintenance- Upgrading Your PC
• PC Maintenance- Sound And Video
• Getting Started With PCs
• PC Maintenance- Preventive Measures
• MS Word 97 Introduction, Intermediate and Advanced
• MS Word 2000 Introduction, Intermediate and Advanced
• MS Word 2002 Intermediate and Advanced

MODULE 5: Learning the Medical Language
• Getting Organized
• Using Your Flashcards
• Basic Word Structure
• Prefixes/Suffixes/Root Words
• Plurals
• More Sound Alike Words
• Tips on Researching Difficult Terms
• Using Google to Research

SECTION II: ANATOMY & PHYSIOLOGY BY SPECIALTY:

MODULE 6: Integumentary
(Sample Chapters:)
• Combining Forms Review
• Skin Anatomy
• Viral Infections
• Bacterial Infections
• Fungal Infections
• Parasitic Infections
• Follicular and Glandular Disorders
• Pigmentation and Inflammatory Disorders
• Burns and Cold Injury
• Diagnostic Tests and Signs
• Surgical Procedures and Other Treatments
• Common Drug Treatment
• Types of Medication Uses
• Abbreviations and Acronyms
• Vocabulary
• Glossary
• Sentence Clips for Pre-Transcription Practice
• Helpful Websites/Reference Sites

MODULE 7: Skeletal (same format as above)
MODULE 8: Muscles and Joints
MODULE 9: Nervous
MODULE 10: Blood and Lymphatics
MODULE 11: Laboratory and Pathology
MODULE 12: Cardiology
MODULE 13: Respiratory
MODULE 14: Digestive
MODULE 15: Endocrine
MODULE 16: Special Senses
MODULE 17: Urinary
MODULE 18: Male Reproductive
MODULE 19: Female Reproductive
MODULE 20: Obstetrics
MODULE 21: Child Health

MODULE 22: Radiology and Diagnostic Imaging
MODULE 23: Oncology
MODULE 24: Pharmacology
MODULE 25: Mental Health
MODULE 26: Gerontology

SECTION III:
MODULE 27: Beginning Medical Transcription
• Installing Your Wav Pedal
• Installing the Beginning SUM CD
• Beginning Transcription
• Procedures for Transcribing
• Most Common Errors of New Transcriptionists

MODULE 28: Intermediate Medical Transcription
• The Healthcare Team and the Operative Report
• Prepping and Draping Methods
• Surgical Positions
• Types of Anesthesia
• Wound and Wound Closures
• Installing the Intermediate SUM CD
• Procedures for Transcribing
• Most Common Errors of New Transcriptionists
• Dealing with Difficult Dictators

MODULE 29: Advanced Medical Transcription
• Expander Software
• Learning How to Use Expander Software
• Shortcuts and Abbreviations
• ABCZ Typing Abbreviation System
• Shortcut Rules for Long Words
• Shortcut Rules for Short Words
• Shortcut Rules for Phrases
• Shortcut Rules for Long Phrases
• Shortcut Rules for Prefixes
• Installing the Advanced SUM CD
• Procedures for Transcribing Advanced Files
• Preparing for Your Final Exam

MODULE 30: Preparing for Employment
• Preparing for Employment
• Your Cover Letter and Resume
• The Job Search
• What to Expect in a Job Search
• Let's Talk Networking
• In the Beginning
• Independent Contractor and Employee Status
• Starting Your First Job
• Types of Pay and Pay Consideration
• Comparing Employers
• Starting a Home Based Business
• Important Questions to Consider
• Researching
• Developing a Business Plan
• Important Aspects of Owning Your Own MT Service
• How to Solicit Business
• Sample Contracts and Agreements for Clients

• Sample Contracts and Agreements for Transcriptionists
• Follow Up Contact
• Objections and Solutions
• Time Management
• Becoming a Certified Medical Transcriptionist
• Advancement Opportunities
• Review of HIPAA Laws
• Putting it All Together
• Samples and Templates

ADVANCED TRANSCRIPTION PRACTICE FILES:

This is post-advanced work, designed to simulate the employer's test that you will be doing when applying for a job. At this point, you should be able to do any and all work that comes your way, no matter from what source. This is our way of making sure you can do it all and lets us know if there is anything else we need to finalize before the job search begins. Each file contains authentic physician dictation, some foreign, many talking fast, from various dictators and contains a wide variety of medical specialties you won't find anywhere else with opportunities to put into practice everything you have learned. You work closely with your instructor at this point to make sure these files are done to the best of your ability and to exact industry specifications. We critique on everything from file name to transcription details to following directions to the letter, and dotting every "I" and crossing every "t" within the entire report. Each file is done according to the exact standards of the AHDI *Book of Style*. This is your opportunity to bring it all together with detailed one-on-one communication from your instructor. These advanced files are so intense that many transcriptionists request to continue working on them even after they have received the job offer. As a graduate, you have access to this advanced work and our critique as long as you want up to five years.

FINAL EXAM:

Our final exam consists of a special set of advanced practice dictation, much like the ones described above. You have four hours to complete 30 minutes of dictation according to industry guidelines. Transcribed document is then emailed to our office for grading. Passing students receive a gold diploma suitable for framing and signed by our school founder. Those students who receive a grade higher than 95% also receive our letter of recommendation which can accompany your resume in your job placement.

JOB PLACEMENT:

Our job placement is for graduates of the Advanced Medical Transcription program only. This process consists critique of your resume and cover letter. We look at these from an employer's perspective and suggest tips for highlighting your strengths and minimizing any weaknesses in your career history. We instruct you on employers: The different types of employers, what they offer to their transcriptionists, what to look out for, what to avoid, what to say during an interview and what to avoid during an interview. We explore the different methods of payment from employers and help you determine exactly the type of employment and payment method that best suits your needs. Then we provide you a detailed list of companies with names, contact telephone numbers, and email addresses that we deal with who are known to hire our graduates, hire new graduates or have requested our graduates directly. We also provide an extensive list of places on the Internet to go for job research, additional job knowledge, networking places and more to aid in your job placement process. (Canadian graduates' list includes Canadian employers.) Finally, we are available as you begin to receive job offers to help you evaluate the different offers and different combinations of benefits. Once you decide on an employer, we help you transition into the job and are available to answer general questions via email and phone. As a graduate, you have unlimited 24/7 access to our student forum where we post job offers from companies that have emailed us. Remember, no school can legally guarantee you employment. However, our job placement rate is 100% in our Advanced Medical Transcription program, and we are proud of that fact.

TUITION AND OTHER CHARGES:

Costs of Advanced Medical Transcription program:

Cost of Tuition includes valuable books and both on-line and hard-copy reference materials and instruction.

Total Program Cost: $2995.00 ($4995.00 before 40% off)
Enrollment Fee: $100.00.

Books and materials $1895.00.
Instruction $1000.00 ($3000.00 before discount)

All tuition paid by an applicant will be refunded if requested via certified mail within 72 hours of enrollment.

Breakdown of Books and Materials:

Total Cost: $1895.00 ($2295 Canada)

Workbook, Reference Books, and Textbooks: $700.00 U.S. ($1000 for Canada)
Mailed and Online Audio and Visual Flashcards: $100.00
Downloadable Software: $1065.00
Online Typing Tutorial: $30.00

The student may choose one of the following options when enrolling:

1. Full payment, discounted tuition for cash payment
2. Down-payment of $1000.00, remainder of payments at $175/mo, interest free
4. Down-payment of $500.00, remainder of payments at $200/mo, interest free

School reserves the right to change the price of enrollment at any time. Please refer to our website for updated pricing and/or monthly specials. All tuition must be paid in full before student can graduate.

Other Fees:

1. Bounced Check	$40.00/ea.
2. Declined credit card	$10.00/ea.
3. Past Due Fee	$35.00/mo + 18% per month
4. Program Extension Fee	$250 per quarter
5. Student Reinstatement Fee	$695 one time

Financial Aid Options:

Financial assistance is offered in the form of a monthly payment plan with 0% interest, with a minimum down payment. Prepayment can be made at any time without penalty. Financial assistance is not dependent on grade level achieved during enrollment.

Cancellation, Refunds, and Minimum Refund Policy:

Costs include valuable books and both on-line and hard-copy reference materials, downloadable software, and instruction. Upon enrollment, books, other hard copy materials, and all downloaded materials included in the cost of tuition will be yours to keep. We want students to have the opportunity to withdraw from the program with appropriate refund of tuition. Refund is based on percentage of program modules entered.

All tuition paid by an applicant will be refunded if requested via certified mail within 72 hours of enrolling and initial payment. If withdrawal occurs prior to the first 8 Modules entered, the school may retain 25% of the cost of instruction. If withdrawal occurs prior to 15 modules entered, the school may retain 50% of the cost of instruction. If withdrawal occurs prior to 23 modules entered, the school may retain 75% of the cost of instruction. If withdrawal occurs after 23 modules entered, the school may retain 100% of the cost of instruction. Enrollment fee, books, instructional supplies, downloadable materials, and service charges are non-refundable.

All fees and payments shall be refunded upon request if the student is not admitted, does not begin the program, withdraws prior to the start of the program, or is dismissed prior to the start of the program. If the school cancels or discontinues a program, the school will make an appropriate refund of all charges. All refunds will be paid within 10 days of written cancellation or withdrawal. Cancellation or withdrawal notices must be sent via Certified Mail and become effective on the date received by the school.

Probation and Termination:

Probation is designed to correct student behavior and deficiencies. Probation and other corrective remedies are designed for the improvement of the individual student, and for the betterment of the student body at large. It is the responsibility of the school to identify deficiencies and take measure to correct such, to provide the student with the best opportunity to enhance their skills and

achieve their career goals. At the discretion of the administration, a student may be placed on a one-month probation or dismissed, and their enrollment terminated, for breaking the school's published Rules of Conduct, including but not limited to, sharing of passwords, forums, educational materials or proprietary materials with anyone not a student, disobedient or disrespectful behavior to another student, administrator, or faculty member; any violation of local, state, or federal law; or, for failure to meet financial obligations. Students on probation who fail to show corrective action, will be dismissed and their enrollments terminated. If a student is terminated from the program for this reason, no refund will be issued.

Resolution Procedures:

Students will not be penalized or face retaliation for filing a grievance, complaint, or for reporting an incident. Any student who has a complaint of any nature regarding the school may bring his/her complaint to any staff member, instructor, or administrator. Whenever possible, however, the complaint should be brought to the attention of the student's instructor. Upon hearing the complaint, the instructor shall immediately bring the matter to the attention of the Director, the person charged with investigating and resolving all student complaints. The Director shall resolve the complaint in compliance with school policy:

School has established the following procedure for students to follow if they feel they need to file a grievance:

1. Attempt to settle the grievance or complaint on an informal level with those involved. This should be done within two weeks.
2. An appointment should be made with the student's Instructor within 30 days. At this appointment, state the grievance or complaint. The Instructor will record the information regarding this grievance or complaint, and record it in the student file.
3. The Instructor will then follow up on the grievance or complaint in a conference with the student or staff member involved, making record of his/her statements regarding the grievance or complaint.
4. The student will then be called into a conference with the Instructor and the other parties involved, and an attempt will be made to resolve the grievance or complaint.
5. If at this point, the grievance or complaint has not been resolved, the student should prepare a written statement to the Director of the school. This should be done within 45 days. An appointment will be made with the Director who will attempt to resolve the grievance or complaint and will place a summary of the meeting in the student file.
6. School is certified to operate by the State Council for Higher Education for Virginia. If the complaint can not be resolved after exhausting the institution's grievance procedure, the student may file a complaint with: SCHEV - State Council for Higher Education for Virginia, James Monroe Building, 101 N. 14th Street, Richmond, Virginia 23219. Phone: (804) 225-2600.

Holidays and Recesses: The school office will be closed the following days:

- New Year's Break
- Independence Day
- Martin Luther King Day
- Labor Day
- President's Day
- Thanksgiving Weekend
- Memorial Day
- Christmas Break

Note: The online programs will be available these days; however, the school office will be closed.

Faculty:

School instructors are not only educated, experienced teachers, some are specialists in particular areas, and it is to our students' benefit that such expertise be applied where we feel it will be most valuable. There will be instances where a particular module will have the experience of more than one instructor. Such instances include but are not limited to:

1. Vacation coverage
2. Instructor illness
3. Guest lecturer/instructors

Faculty will be available for questions or advising between the hours of 10:00 a.m. and 4:00 p.m. Monday through Thursday via telephone or email. Be assured that all school policies and standards will be maintained, and your training with School will continue to be of the highest caliber.

Instructor and Program Evaluations:

All students are given the opportunity to evaluate their instructors and programs in written form. In addition, instructors' classes are routinely audited and evaluated by other instructors and/or staff members. Continuing evaluation in this manner provides the school with the means to maintain consistent instructional methods and to assess curriculum effectiveness.

Non-Discrimination Policy:

School is committed to equal opportunity principles and therefore does not discriminate when considering an application for admission as a student. We do not discriminate on the basis of race, religion, sexual orientation, or disability.

Statistics:

Upon request, School will provide the following:
1. For the most recent academic year, the total number of students who were enrolled as well as the total number and percentage of students who were enrolled in each program offered.
2. The total number of students that graduated from school as of the end of the last calendar year and the total number and percentage of student who graduated from each program offered by the school as of the end of the last calendar year.
3. The total number of students who report employment in their field of study within six months of graduation and one year of graduation.

MEDICAL TECHNICAL ADMINISTRATIVE
CAREER CENTER

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admin@mtacconline.net

Advanced Medical Transcription and Editing Enrollment Form

Last Name _____ First Name _____ Middle Name_____

SS#_____ Nick Name_____

Street Address _____

City/State _____ Email_____

Home Phone _____ Mobile Phone_____

Gender Male _____ Female_____ Date of Birth _____

Are you a US Citizen?_____ If Not a Citizen, List Your Alien Status_____

Emergency Contact

Name_____ Relationship_____

Address_____

City/State_____ Zip Code _____

Home Phone_____ Work Phone_____

Education Background

High School _____

City/State_____ Graduation Year or GED Date _____

Other Education _____ Dates_____

Street Address_____

City/State_____ Zip Code_____

Employment Background (if applicable)

Current Employer _____

Work Type_____

Street Address_____

City/State_____ Zip Code _____

Phone_____

Typing Speed _____ wpm

Do you have any medical training? ___Yes ___No

Do you own a computer? ___Yes ___No

Do you have access to a computer? ___Yes ___No

Computer Experience (Check all that apply)

___Windows
___DOS
___Word Perfect
___Word
___Excel
___Power Point
___Access
___HTML
___Medisoft
___Other

How did you hear about this program? Please be specific.

_____

Promo Code or Referrer (if any) _____

Step 2: Please check the boxes below to agree.

___I have read and agree with the Privacy Policy in our catalog.

___I have read and agree with the Enrollment Agreement.

For questions while filling out this form or making payment, call us toll free 888-838-9788.

STUDENT SIGNATURE: _____

PAYMENT CHOICE:

CIRCLE PAYMENT PLAN CHOSEN: A B C D

PAYMENT METHOD:

CASH _____ MONTHLY PAYMENT PLAN _____

CHECK _____ FULL PAYMENT _____

CREDIT CARD _____* MONEY ORDER _____

*IF CREDIT CARD, EXACT NAME ON CREDIT CARD:

_____

CREDIT CARD #_____ EXP DATE: _____

_____

SIGNATURE DATE CODE ON BACK OF CARD

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Advanced Medical Transcription & Editing
Enrollment Agreement

I acknowledge that I am enrolling in the Advanced Medical Transcription & Editing Program and understand I have up to 18 months to complete such program. I understand the Advanced Medical Transcription + Editing Program is a self-paced program, and I may finish sooner or later than past enrollees. I have been made no guarantees from the school nor been promised a job upon graduation.

I understand my enrollment may be canceled at any time by sending the school a written statement of withdrawal sent via certified mail. I understand this agreement becomes a legally binding instrument upon the school's acceptance of my application for admission. I understand this program cannot be transferred or shared with any individual at any time due to its on-line nature and agree not to share my username or password with anyone else.

Costs of Advanced MT + Editing program:

Cost of Tuition includes valuable books and both on-line and hard-copy reference materials and instruction.

Total Program Cost: $2995.00 ($4995 less discount)
Enrollment Fee: $100.00.
Books and materials $1895.00.
Instruction $1000.00 ($3000 before discount)

All tuition paid by an applicant will be refunded if requested via certified mail within 72 hours of enrollment.

Refund Policy:

Upon payment, books, other hard copy materials, and all downloadable materials included in the cost of tuition will be yours to keep. We want students to have the opportunity to withdraw from the program with appropriate refund of tuition. Refund of instruction is based on percentage of program modules entered. If withdrawal occurs prior to the first 8 Modules entered, the school may retain 25% of the cost of instruction. If withdrawal occurs prior to 15 modules entered, the school may retain 50% of the cost of instruction. If withdrawal occurs prior to 23 modules entered, the school may retain 75% of the cost of instruction. If withdrawal occurs after 23 modules entered, the school may retain 100% of the cost of instruction. Enrollment fee, books, instructional supplies, downloadable materials, and service charges are non-refundable.

All fees and payments shall be refunded if the student is not admitted, the course is canceled, or the student is dismissed prior to the start of the course. For more information, please see our school catalog.

Finance Policy

We will finance your enrollment, after down payment, at 0% interest with monthly payments as chosen by student on an automated payment plan until paid in full, unless alternate arrangements have been made in writing.

Payment Plans:

1. Down payment of $1000. Monthly payments of $175.00 at 0% interest*
2. Down payment of $500. Monthly payments of $200 at 0% interest*

*For all overdue accounts, a service charge of 1-1/2% per month or 18% APR will be added. If the account is more than 30 days past due, we may proceed with collection efforts, and you may be held liable for all reasonable costs of collections and attorneys fees.

By continuing the enrollment process, I acknowledge and agree with the above.

Student Signature	Date
Parent/Guardian Signature (if under 18)	Date
School Official Signature	Date

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STUDENT ACHIEVEMENT AND PAYMENT RECORD

Student Name:_____ID #_____

Address: _____City_____ St_____ Zip_____

Down Payment: _____

Date Enrolled:_____ Tuition Amt:_____ For _____ Months

Modules Enrolled: _____ All ____ Individual Name of Individual Module(s)_____

PAYMENT RECORD				ACHIEVEMENT RECORD					
Month	Date	Amount	Balance	Module	Began	Passed	Instr-uctor	Grade	Memo
1				1					
2				2					
3				3					
4				4					
5				5					
6				6					
7				7					
8				8					
9				9					
10				10					
11				11					
12				12					
13				13					
14				14					
15				15					
16				16					
17				17					
18				18					
19				19					
20				20					
21				21					
22				22					
23				23					
24				24					

25				25					
26				26					
27				27					
28				28					
29				29					
30				30					

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STUDENT COUNSELING FORM

Student Name:_____ ID#:_____

Date:_____

Reason for counseling session:

Outcome:

School Official Signature: _____ Date: _____

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PLACEMENT AND INTERVIEW HISTORIES

Student Name:_____ ID#:_____

Date:_____ Final Grade:_____

Graduation Date:_____

INTERVIEW HISTORY

1. Date of Interview:_____

   Name of Company:_____

   Position Applied For:_____

   Salary Offer:_____

2. Date of Interview:_____

   Name of Company:_____

   Position Applied For:_____

   Salary Offer:_____

3. Date of Interview:_____

   Name of Company:_____

   Position Applied For:_____

   Salary Offer:_____

PLACEMENT HISTORY:

Placed:_____

Date of Hire:_____ State Date:_____

Name of Company:_____

Position:_____

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STUDENT TERMINATION REPORT

Student Name:_____ ID#:_____

Date of Enrollment:_____ Date of Termination:_____

Last Module Completed:_____ Last Instructor:_____

(____) A letter of enrollment cancellation was received in this office (date) _____ delivered via (____) regular mail, (_____) e-mail, (_____) in person.

(____) Student enrollment was terminated for other cause. Specifically: _____

_____

Student achievement was _____ module or _____ % of the total program. Computations below are made in accordance with the terms of referenced enrollment agreement and state regulations:

REFUND FORMULA:

1. Total amount of money paid by the student: $_____

2. Less _____% of contract

   Price earned: $_____

   Registration fee: $_____

   Books fee $_____

   Accrued charges $_____

   TOTAL CHARGES $_____

3. Refund Due: (Amount paid minus charges) $_____

4. Balance Due to School (Fees earned by school are greater than amount paid.) $_____

5. Your account has been CREDITED $_____ for school's un-earned tuition.

COMPUTATIONS BY:_____ DATE:_____

REFUND CHECK #:_____DATE MAILED:_____

ADDRESS MAILED TO:_____

OR CREDIT CARD REFUND #:_____ DATE REFUNDED:_____

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STUDENT TRANSCRIPT

Student Name:_____ ID #_____

Address:_____ City_____ St_____ Zip_____

Date Enrolled:_____ Tuition Amt:_____ For _____ Months

Modules Enrolled: _____ All ____ Individual Name of Individual Module(s)_____

Termination Date/Reason:_____

Modules Completed:_____

Module	Completed	Grade	Instructor	Module	Completed	Grade	Instructor
1				16			
2				17			
3				18			
4				19			
5				20			
6				21			
7				22			
8				23			
9				24			
10				25			
11				26			
12				27			
13				28			
14				29			
15				30			

Cumulative GPA:_____

Graduation Date & Certificate Awarded:_____

School Official Signature: _____ Date: _____

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LIST OF BOOKS

1. Title: **Atlas of the Human Body**
   Publisher: Collins Reference
   Edition: 1st
   ISBN: ISBN-10: 0062732978 and ISBN-13: 978-0062732972

2. Title: **Medical Transcription Techniques and Procedures**
   Author: Marcy O. Diehl
   Publisher: Saunders
   Edition: 7th
   ISBN: ISBN-10: 1437704395 and ISBN-13: 978-1437704396

3. Title: **Stedman's Medical Dictionary**
   Author: Stedman's
   Publisher: Wolters Kluwer
   Edition: 7th
   ISBN: ISBN-10: 1608316955 and ISBN-13: 978-1608316953

4. Title: **Medical Terminology Flash Cards**
   Author: Mosby
   Publisher: Mosby
   Edition: 3rd.
   ISBN: ISBN-10: 0323222587 and ISBN-13: 978-0323222587

5. Title: **The Independent Medical Transcriptionist: The Comprehensive Guidebook for Career Success as a Medical Transcriptionist**
   Author: Donna Avila-Weil, CMT
   Publisher: Rayve Productions
   Edition: 5th
   ISBN: ASIN: B00497NLJ2

6. Title: **The Book of Style for Medical Transcription**
   Author: Lea Sims
   Publisher: Lea Sims
   Edition: 3rd Edition
   ISBN: ISBN-10: 0935229582 and ISBN-13: 978-0935229585

7. Title: **Sloane's Medical Word Book**
   Author: Ellen Drake
   Publisher: Saunders
   Edition: 5th Edition
   ISBN: ISBN-10: 1416048790 and ISBN-13: 978-1416048794

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Accurate Registration Data: Your registration information must be kept current, accurate, and complete, as requested by the registration form, and you agree to keep that information updated as needed. If your registration information is untrue or incomplete, or if School has grounds for suspecting that the information is untrue or incomplete, School has the right to suspend or terminate your enrollment, and to deny you access to the site.

Account User Name and Password: School will assign you a password and user name upon registration. You are expected to maintain this user name and password in a confidential manner. Should that confidentiality or security be breached in any way, you are obligated to notify School immediately. You understand further that under no circumstance is School liable for any damage or loss resulting from your failure to comply with this provision. Illegal and/or unauthorized uses of the site will be investigated and appropriate legal action will be taken, including, without limitation, civil, criminal and injunctive redress.

Content of Program: The Content you obtain from School (including but not limited to publicly posted or privately transmitted items, data, graphics, information, messages, music, photographs, software, sound, text, or other materials) can only be used by you. School does not guarantee the accuracy, integrity or quality of the program and is not liable for any loss or damage of any kind that occurs as a result of the use of such program.

Conduct: You agree to refrain from using School materials in any way that is inappropriate, unethical, harmful or damaging. This includes uploading, copying, printing, or otherwise transmitting any content that is unlawful, harmful, threatening, abusive, harassing, tortuous, defamatory, obscene, libelous, invasive of another's privacy, or otherwise objectionable. You may not impersonate any person or entity, including, but not limited to an agent from School or misrepresent your affiliation with a person or entity. You are expressly forbidden from uploading, copying, printing, or otherwise transferring any content that infringes any trademark, trade secrets, copyright or other proprietary rights of School.

Acknowledgment of School's Proprietary Rights: School's program contents contains proprietary and confidential information that are protected by applicable intellectual property and other laws. You understand and agree that the content contained in any information presented to you, even if through any advertisers or other third party, is protected by copyrights, trademarks, service marks, patents, or other proprietary rights and laws. You acknowledge and agree that, unless expressly authorized by School, you will not modify, rent, lease, loan, sell, distribute, or create derivative works based on those aforementioned services or software in whole or in any part thereof for any purpose, nonprofit or otherwise.

Trademark and Copyright Information: Under the terms of this agreement, you agree to refrain from displaying or using in any manner trademarks or copyright information of School without prior written permission from School. You agree that you are only authorized to visit, view and to print a copy of pages of this Site for your own personal use, and that you shall not duplicate,

download, publish, modify or otherwise distribute the material on this site for any purpose other than to review the information therein.

Your Obligation to Report Violations of This Agreement: Under the terms of this agreement, you agree to report to School any violations herein. You understand and agree that in School's sole discretion, and without prior notice, School may terminate enrollment for violation of these terms. You agree that monetary damages may not provide a sufficient remedy to School for violations of these terms and conditions, and you consent to injunctive or other equitable relief for such violations. School is not required to provide any refund to you if you are terminated because you have violated these Terms of Use.

Limitation of Liability: School does not warrant that its programs will be uninterrupted or error free nor that it will provide specific results from use of the program or any content or link. School makes no warranties as to the results obtained by using any part of our program. The site and its content are delivered on an "as-is" and "as-available" basis. School may from time to time provide links to third party sites throughout the internet; however, School cannot ensure that files or other links you download from the site will be free of viruses or contamination or destructive features and, therefore, disclaims all warranties, express or implied. You expressly acknowledge and agree that School shall not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages, or other intangible losses resulting from the use or the inability to use the services, including statements or conduct of any third party.

Disputes: If there is any legal dispute about or involving the program, by using the site, you agree that the dispute will be governed by the laws of the State of Virginia without regard to its conflict of law provisions. You agree to personal jurisdiction by and venue in the courts of Gloucester, Virginia. Our postal address is P.O. Box 1409, Gloucester, VA 23061. We can be reached via e-mail at admin@mtacc.net or you can reach us by telephone at (804) 695-2100. This policy is effective 1/01/15.

Records: For each visitor to our Web page, our Web server does not recognize information regarding the e-mail address. We collect only the domain name, but not the e-mail address of visitors to our Web page, the e-mail addresses of those who communicate with us via e-mail, user-specific information on what pages consumers access or visit, information volunteered by the consumer, such as survey information and/or site registrations, name and address, telephone number.

The information we collect is used to improve the content of our Web page, used by us to contact consumers for marketing purposes, disclosed when legally required to do so, at the request of governmental authorities conducting an investigation, to verify or enforce compliance with the policies governing our Web site and applicable laws or to protect against misuse or unauthorized use of our Web site.

With respect to cookies: We use cookies to record past activity at a site in order to provide better service when visitors return to our site. If you do not want to receive e-mail from us in the future, please let us know by sending us e-mail at the above address or writing to us at the above address.

We never make our customer e-mail list available to other organizations and do not share your e-mail address. If you do not wish to receive such mailings, please let us know by calling us at the number provided above or writing to us at the above address.

Persons who supply us with their telephone numbers on-line may receive telephone contact from us with information regarding new products and services or upcoming events. If you do not wish to receive such telephone calls, please let us know by sending us e-mail at the above address or writing to us at the above address.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will post the policy changes to our web site to notify you of these changes and provide you with the ability to opt out of these new uses. If you are concerned about how your information is used, you should check back at our web site periodically or email us for clarification. Customers may prevent their information from being used for purposes other than those for which it was originally collected by e-mailing us at the above address or writing to us at the above address.

We do not provide visitors access to information that we have collected and maintain about them. We offer visitors no ability to have factual inaccuracies corrected in information that we maintain about them.

With respect to security: We have appropriate security measures in place in our physical facilities to protect against the loss, misuse or alteration of information that we have collected from you at our site.

If you feel that this site is not following its stated information policy, please contact us at the above addresses or phone number.