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BILL HASLAM
Governor

To: Anthem Career College Students at the Nashville and Memphis Locations

From: Division of Postsecondary School Authorization (DPSA)

Re: Anthem Career College Externship Completion

Date: September 3, 2014

The Division of Postsecondary School Authorization (DPSA) of the Tennessee Higher Education Commission received the following email from Anthem Career College on September 2, 2014.

Subject: Anthem Career Colleges - Nashville and Memphis (Externships)

. . . [T]he Anthem Externship Packet which includes the externship policy, as well as disclosures, forms, and time sheets [also includes the]. . . fax number and contact information of the corporate point of contact responsible for monitoring and overseeing the externs is also provided on p. 3 of the attached Packet. That Corporate Externship Coordinator listed in the Externship Packet, Christopher Sam, has recently resigned but the fax number is still valid and operational. All requests addressed to him are being handled by a new corporate designee and her team, Ms. Cheree Clarke. Her contact information is below:

Cheree T. Clarke
Director of Academic Operations
International Education Corporation
1000 Corporate Drive, Suite 500
Fort Lauderdale, FL 33334
(954) 400-2062
(954) 400-2001
cclarke@Anthem.edu

The Anthem Externship Packet, as provided to DPSA, follows.

Anthem Education Allied Health Externship Information Packet



IMPORTANT EXTERNSHIP REMINDERS / NOTES



Dear Student:

Congratulations! You've successfully completed all of your program requirements up to this point! You've now come to the end of your in-class education and you have only your externship to complete before graduation. What an achievement! Your externship is your final class and you will get to show off all of your skills.

Enclosed in this packet you will find very important information you need to know in order to successfully complete your final externship class. You will also receive a Final Clearance Checklist from your Extern Coordinator. You will be required to get signatures from each department indicating your readiness for externship.

Be sure to pay close attention to what your Externship Coordinator says during your externship orientation and write down all deadlines he/she establishes for you. You have completed the classroom education, now we want to make sure you have the most rewarding externship experience possible. Together, we will work toward achieving your career goals!

As you no doubt are aware, your campus will be closing. Your success is important to all of us. If you have not completed your externship at the time your campus closes, the supervision of your externship will be moved from your campus extern coordinator to a corporate externship coordinator at IEC corporate headquarters, specifically to Mr. Chris Sam.

If you have any questions or concerns, feel free to contact your campus externship coordinator or Corporate Extern Coordinator Chris Sam.

Best of luck!

Corporate Externship Coordinator
Christopher Sam
954-400-2175
csam@anthem.edu

ALWAYS FAX TIMESHEETS TO 1-800-606-4045 Attention: Chris Sam

Allied Health Externship Program Overview

Students receive a physical exam form at the Initial Externship Interview, and depending upon the program, the exam requirements could include: titers (MMR, Varicella, etc.), TB test, chest X-Ray if necessary and Hep B shot. Some sites might require a flu vaccine. Depending upon the program and site, students may require a Drug Screen Panel before externship. Depending upon the program and site, students may also need to complete a background check form.

Students may be required to supply a current CPR certification that will be valid through the length of the externship.

Your externship site will be assigned to you by the externship coordinator. Once you are assigned an externship site, change in placement is NOT permitted without the approval of your externship coordinator.

Students are required to attend externship assignments during daytime working hours. As most medical offices, clinics, and other appropriate externship sites have daytime hours, it will be necessary for all students, including evening students, to make arrangements to complete their externships during daytime hours.

The student is responsible for meeting all paperwork submission deadlines. This means that YOU are responsible for submitting all timesheets and evaluations to/from your site supervisor in a timely manner.

Final Grade Calculation: At the end of the externship training a FINAL GRADE(Satisfactory - S or Unsatisfactory- U) will be assigned upon completion/submission of the following:

- a) Completed and signed timesheets totaling the hours required for the program
- b) Final student evaluation

Personal interview with your externship coordinator

Attendance: Externship **MUST** be treated like a JOB. Do not arrive late or leave early. If you will be absent or must arrive late or leave early due to unforeseen circumstances, you **MUST CALL** your site supervisor **AND** your externship coordinator **IN ADVANCE**. Also, **Anthem Education holidays and hours of operation do not apply to students on externship. You must comply with the hours set by your externship site.**

Dress Code: You must wear the ANTHEM EDUCATION Uniform with student ID and lab coat at all times while at your externship site, UNLESS otherwise otherwise directed by your site supervisor. The following rules apply:

- a) Hair must be clean and worn up, off the collar. No heavy make-up or strong perfumes
- b) No excessive jewelry. Earrings must be small and not dangling. No bracelets
- c) Tattoos and piercings, other than small professional earrings, must be concealed
- d) No long fingernails or brightly-colored fingernail polish

Professionalism: You are expected to display professionalism at all times. The following rules apply:

1. Ensure 100% patient confidentiality, including HIPAA laws and your site's privacy standards
2. Act in a polite and professional manner when working with patients, doctors and staff
3. Always be willing to assist staff members when appropriate; don't wait to be asked!
4. Keep your cellular phones and paging devices on SILENT MODE at all times
5. Absolutely NO text messaging during work hours
6. No personal phone calls during externship hours, unless you are on a break, have approval from your supervisor, at lunch, or it is an emergency.
7. Absolutely NO dating of patients, doctors, or staff during externship
8. No personal visitors at the externship site
9. Never request payment for externship
10. If you are employed at your externship site, all externship hours must be completed outside of your paid workschedule

It is highly recommended by Anthem Education that you also receive the Hepatitis B vaccine (a series of three shots). You will need to obtain the vaccines at the Public Health Clinic, or at a private clinic or physician's office.



Externship Coordinator Role

OVERVIEW

Your externship coordinator will work with you and with the staff of the externship site to help promote a successful externship experience. Your externship coordinator is responsible for ensuring that the activities that you are assigned are educational in nature and provide you with the opportunity to perform clinical and administrative procedures under supervision.

EXTERNSHIP SITE PLACEMENT

When making placement arrangements, your externship coordinator will

- Acquaint the site with their responsibilities and the extent of your training
- Evaluate and approve all externship sites in order to ensure an appropriate and enriching externship experience

EXTERNSHIP

While you are completing your externship, your externship coordinator will

- Contact the facility to evaluate your progress and assess your skills
- Receive and review your timesheet every week to verify that you are completing the number of hours previously established on your externship schedule
- Receive and review evaluations from your externship site and discuss your progress

FOLLOW-UP

Upon completion of the externship program, your externship coordinator will

- Hold a call with you and evaluate your overall performance on-site during the externship
- Ensure that you have successfully completed your e-resume and exit interview
- Assign a satisfactory (S) or unsatisfactory (U) grade based on feedback from the site

Supervising Medical Personnel - The Site's Role

OVERVIEW

The supervising medical personnel at your externship site must be cognizant of their responsibilities regarding your education and be willing to devote time to train you. Your externship coordinator has made sure they are aware that you have “entry-level” skills and, with additional practice at the externship site, should become more proficient.

EXTERNSHIP SITE PLACEMENT

When making placement arrangements, your site has agreed to

- Participate and cooperate in the externship program
- Interview you, if required, in consideration for the externship

EXTERNSHIP

While you are on-site completing your externship, your supervising medical personnel will

- Direct, observe and evaluate you
- Teach you new skills and re-affirm skills learned
- Sign your timesheets and complete your mid-term evaluation
- Receive a visit and/or phone call from your externship coordinator, who will review your performance

FOLLOW-UP

Upon completion of the externship program, your supervising medical personnel will

- Complete a final evaluation of your overall performance providing feedback to the externship coordinator

Allied Health Career Externship Signature Page – ANTHEM EDUCATION Copy

IMPORTANT: Read this agreement carefully.

It is **YOUR RESPONSIBILITY** to read each item. You **MUST** initial each item indicating that you understand and agree to abide by the statement. Please provide a signature at the bottom of the page.

_____ My externship begins immediately after all of my on-campus classes have been satisfactorily completed and I have been approved by Education and Career Center. I cannot take a break between the end of the module and the beginning of my externship unless an externship site has not been secured.

_____ I understand that before I can begin my externship I must get a physical provided by ANTHEM EDUCATION or provide proof of a recent physical and tuberculosis screening test.

_____ I understand that I must show proof that I have a current CPR certification that will last the length of the externship.

_____ The published Anthem Education academic calendar (including holiday, vacation and hours of operation) WILL NOT apply to me while on externship. I agree to abide by the hours of operation set forth by my externship site.

_____ Externship is a college requirement and is non-paid. I understand that I may not request payment for my externship hours; however, college credit will be awarded for successful completion. If I am employed at my externship site I understand that all externship hours must be completed outside of my paid worked schedule.

_____ Once I accept an externship site, I understand that I need to stay at the same site until I complete all required hours of externship.

_____ I understand I must contact my externship coordinator immediately about any issues I have onsite.

_____ I agree to wear a name tag or other type of identification badge at all times while on my externship site. In addition, I agree to be in uniform at all times while at my assigned site. I agree to wear the uniform of the office staff if requested to do so by the office manager.

_____ I agree to notify my externship site **AND** the externship coordinator at the college of any tardiness or absence in advance of my scheduled work hours. I understand excessive absences, tardiness or leaving early may result in me being dismissed from my externship site.

_____ I understand it is my responsibility to submit all required paperwork and timesheets to the externship coordinator on Friday of the current week. I understand failure to meet this deadline may cause me to lose credit for hours I have worked.

_____ I am aware that I can assist in obtaining my own externship site; however, I understand that all sites **MUST** be approved by the college **BEFORE** externship hours can be worked.

_____ I am aware that I must adhere to all federal, state and local laws, including "**HIPAA**" laws when it comes to patients' privacy. The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") limits disclosure of "Individually Identifiable Health Information" to certain individuals, including the patient's family and friends, regardless of his or her state of health.

_____ I understand that during the externship experience I could be exposed to blood borne pathogens and/or other potentially harmful diseases that could result in injury, serious disability, or death. I understand that it is my responsibility to obtain medical health insurance. I indemnify and hold harmless Anthem Education and International Education Corporation (IEC), its officers, employees, agents, affiliates and representatives from and against all injuries, liabilities, obligations, damages, claims, costs, and expenses (including reasonable attorney's fees) which result, directly or indirectly, from risks associated with my externship, including but not limited to any harmful exposure at an assigned externship site.

_____ I understand that it is highly recommended by Anthem Education that I also receive the Hep B vaccine. I will need to obtain the vaccines at the public health clinic or at private clinics or physicians' offices.*

*individual schools may have varying requirements due to state regulations.

_____ I understand that my externship is not eligible for an incomplete and that I must complete all hours in the time period stated in the catalog. I understand that I am responsible for ensuring I put in enough hours per week to complete the total number of hours required in the time period stated in the catalog. I understand that the number of hours total, and the number of hours per week, vary by program and that I should expect to put in 30 – 35 hours per week at the externship site.

YOU MUST COMPLETE YOUR EXTERNSHIP BY _____

I have read and understand, and have been given a copy of the Externship Information Packet, and I agree to abide by all of its provisions.

Student Signature: _____ Date _____

Externship Coordinator: _____ Date _____



Allied Health Career Externship Signature Page – STUDENT Copy

IMPORTANT: Read this agreement carefully.

It is **YOUR RESPONSIBILITY** to read each item. You **MUST** initial each item indicating that you understand and agree to abide by the statement. Please provide a signature at the bottom of the page.

_____ My externship begins immediately after all of my on-campus classes have been satisfactorily completed and I have been approved by Education and Career Center. I cannot take a break between the end of the module and the beginning of my externship unless an externship site has not been secured.

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_____ I am aware that I can assist in obtaining my own externship site; however, I understand that all sites **MUST** be approved by the college **BEFORE** externship hours can be worked.

_____ I am aware that I must adhere to all federal, state and local laws, including "**HIPAA**" laws when it comes to patients' privacy. The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") limits disclosure of "Individually Identifiable Health Information" to certain individuals, including the patient's family and friends, regardless of his or her state of health.

_____ I understand that during the externship experience I could be exposed to blood borne pathogens and/or other potentially harmful diseases that could result in injury, serious disability, or death. I understand that it is my responsibility to obtain medical health insurance. I indemnify and hold harmless Anthem Education and International Education Corporation (IEC), its officers, employees, agents, affiliates and representatives from and against all injuries, liabilities, obligations, damages, claims, costs, and expenses (including reasonable attorney's fees) which result, directly or indirectly, from risks associated with my externship, including but not limited to any harmful exposure at an assigned externship site.

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YOU MUST COMPLETE YOUR EXTERNSHIP BY _____

I have read and understand, and have been given a copy of the Externship Information Packet, and I agree to abide by all of its provisions.

Student Signature: _____ Date _____

Externship Coordinator: _____ Date _____



A Successful Externship

Follow these simple steps to make your externship a success!

- ❖ **Uncertain about performing a task or procedure? Discuss** the process with the staff or physician to review before doing it on your own. If you are uncomfortable performing a procedure, be honest with your supervisor. Your supervising medical personnel know that you are in an entry-level, learning position and expect you to ask questions. Be cautious about asking questions in front of a patient unless you feel someone's safety is in jeopardy.
- ❖ **Keep busy!** There is always something to do. Your externship site's staff members are using some of their valuable time to instruct you.
- ❖ **Remember, you are constantly being watched and evaluated** while at your externship site.
- ❖ **Your first reference for future employment will be from your externship site**, and it is possible to be hired at your externship site. Do your best; your future career as a medical professional starts with your successful completion of the externship program.
- ❖ **Make your externship coordinator aware of any personal problems early on!** Especially if they may affect your ability to successfully complete your externship. Most problems can be easily resolved, but only if your externship coordinator is aware of the situation. Never discuss your personal life, academic life, and/or any other issues while on externship.
- ❖ Remember to follow **UNIVERSAL PRECAUTIONS**. Think OSHA!

Respect Patient Confidentiality: "HIPAA"

- ❖ The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") limits disclosure of "Individually Identifiable Health Information" to certain individuals, including the patient's family and friends, regardless of his or her state of health. As an externship student, you must adhere to all federal, state and local laws, including HIPAA. when it comes to a patient's privacy. Failure to comply with HIPAA can result in civil and criminal penalties (42 USC § 1320d-5).

Key Points to remember:

- ✓ All patient information must be closely guarded as confidential
- ✓ Never discuss patient information outside of the office or where other patients or members of the public can hear
- ✓ Never acknowledge a patient outside of the office unless they acknowledge you first. Never discuss their health outside of the office
- ✓ Under no circumstances may you divulge patient information to anyone not authorized, including family, friends, or acquaintances, even if the patient is a member of your family
- ✓ When in doubt, ask the office administrator about the offices' privacy policy
- ✓ You can always call your externship coordinator for assistance

Remember to **BE PROFESSIONAL**, and learn as much as possible. You only get one chance to make a first impression!



Externship Time Card

Week Ending: _____

Student Name: _____

Extern Site: _____

Program: _____

LUNCH DOES NOT COUNT TOWARDS EXTERNSHIP HOURS
 EXAMPLE: In at 8:30 AM Lunch at 11:30 – 12:00 Out at 3:00PM = 8 hours
 Hours are to be rounded UP to the nearest 15-minute increment.

SATURDAY	IN	OUT	Daily Hours
Date: _____	LUNCH		
	IN	OUT	
SUNDAY	IN	OUT	Daily Hours
Date: _____	LUNCH		
	IN	OUT	
MONDAY	IN	OUT	Daily Hours
Date: _____	LUNCH		
	IN	OUT	
TUESDAY	IN	OUT	Daily Hours
Date: _____	LUNCH		
	IN	OUT	
WEDNESDAY	IN	OUT	Daily Hours
Date: _____	LUNCH		
	IN	OUT	
THURSDAY	IN	OUT	Daily Hours
Date: _____	LUNCH		
	IN	OUT	
FRIDAY	IN	OUT	Daily Hours
Date: _____	LUNCH		
	IN	OUT	

Weekly Total _____
 Fax in Hours by 12:00 Noon Friday

 Manager/Supervisor/ Extern or Clinical Coordinator Signature Date

11/4/2013

Hour Conversion for Externship Timesheet

15 min = 0.25

30 min = 0.50

45 min = 0.75

Example:

If you come in at **8:30AM** and break for lunch at **1:00PM**, your “Morning Total” should be written as **4.5**. If you come back from lunch at **1:45PM** and leave the office at **5:30PM**, your “Afternoon Total” should be written as 3.75. Therefore, your “Daily Total” should be written as 8.25 (4.5 + 3.75).

Note:

Always round up. If you work 10 minutes, round up to 15 minutes. If you work 50 minutes, round up to one hour.



Mid-Term Evaluation Career Externship

Student Name: _____ Date of Completion: _____
 Site Name: _____
 Site Supervisor: _____ Site Phone #: _____

Using the Assessment Criteria detailed in the table below, please grade your Externship Student's performance when completing Administrative and Clinical Procedures, and his/her Professionalism. Also, please grade your Externship Student's overall performance, and his/her preparedness for in-field employment.

Score	Relevance
5	Excellent: Student demonstrated high level of confidence and skill, and completed task with great accuracy
4	Very Good: Student carried out procedure skillfully and accurately
3	Good: Student performed procedure with a moderate level of skill and accuracy
2	Fair: Student was able to perform procedure, but required significant guidance and supervision
1	Poor: Student was unable to perform procedure, even under guidance and supervision
X	Not Applicable: Procedure not performed during Externship

ADMINISTRATIVE PROCEDURES

v
 _____ Documentation: ADL sheets, restraint sheets, etc...

PROFESSIONALISM AND OVERALL EVALUATION

Adherence to dress code and overall appearance (i.e. neat, professional, positive attitude) _____
 Adherence to policy and procedures, and cooperation with your staff _____
 Ability to complete assigned tasks accurately and in a timely manner _____
 Initiative, Interest, and Motivation _____
 Adherence to professional ethics and knowledge of applicable healthcare regulations _____
 Concern and compassion for, and ability to relate well with patients _____
 Ability to function under pressure, utilizing multi-tasking skills _____
 Attendance: Rarely, Occasionally, Regularly _____

Areas of strength: _____

Areas that need improvement and/or further training: _____

 Site Supervisor

 Program Faculty (if needed)

 Externship Coordinator

 DCC Initials: _____

 Date

 Date

 Date

 Date



Final Evaluation Career Externship

Student Name: _____ Date of Completion: _____
 Site Name: _____
 Site Supervisor: _____ Site Phone #: _____

Using the Assessment Criteria detailed in the table below, please grade your Externship Student's performance when completing Administrative and Clinical Procedures, and his/her Professionalism. Also, please grade your Externship Student's overall performance, and his/her preparedness for in-field employment.

Score	Relevance
5	Excellent: Student demonstrated high level of confidence and skill, and completed task with great accuracy
4	Very Good: Student carried out procedure skillfully and accurately
3	Good: Student performed procedure with a moderate level of skill and accuracy
2	Fair: Student was able to perform procedure, but required significant guidance and supervision
1	Poor: Student was unable to perform procedure, even under guidance and supervision
X	Not Applicable: Procedure not performed during Externship

ADMINISTRATIVE PROCEDURES

___ Greeting Patients ___ Patient Relations ___ Staff Relations ___ Terminology
 ___ Documentation: ADL sheets, restraint sheets, etc...

PROFESSIONALISM AND OVERALL EVALUATION

Adherence to dress code and overall appearance (i.e. neat, professional, positive attitude) _____
 Adherence to policy and procedures, and cooperation with your staff _____
 Ability to complete assigned tasks accurately and in a timely manner _____
 Initiative, Interest, and Motivation _____
 Adherence to professional ethics and knowledge of applicable healthcare regulations _____
 Concern and compassion for, and ability to relate well with patients _____
 Ability to function under pressure, utilizing multi-tasking skills _____
 Attendance: Rarely, Occasionally, Regularly _____

Areas of strength: _____

Areas that need improvement and/or further training: _____

 Site Supervisor

 Date

 Program Faculty (if needed)

 Date

 Externship Coordinator

 Date

 DCC Initials:

 Date