



Online School Catalog

Catalog Volume 2

Effective August 25, 2026 - August 25, 2027

111 West William Cannon Dr Ste 200 | Austin, TX 78745 | 888-440-9711

Date of Publication: August 25, 2026 | Revision Date: August 25, 2026

www.medicaldeskai.com

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Each includes key information such as the Classification of Instructional Programs (CIP) code and the Standard Occupational Classification (SOC) Code.

These codes are utilized by the Texas Workforce Commission and the Workforce Solutions of Texas for classifying programs and monitoring outcomes.

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Welcome to

Medical Desk AI Institute

Mission and Objectives

Our Mission

The Medical Desk AI Institute aims to equip students with the knowledge, skills, and certifications essential for entry-level healthcare positions. Our focus is on preparing individuals for success in medical front office roles.

Our

Objectives

- **Student Achievement:** Support each learner from enrollment to job placement.
- **Collaboration:** Encourage teamwork in medical office environments.
- **Integrity:** Uphold the highest professional and ethical standards.
- **Empowerment:** Equip students with confidence and job-ready skills for meaningful healthcare careers.

General Information

School History

Rhea Davis is the President and School Director of Medical Desk AI Institute, LLC, established in 2025 in Austin, TX.

Catalog Disclosures

Please note that the information in this catalog, including tuition, fees, schedules, program outlines, curricula, and policies, is accurate at the time of publication but is subject to change without prior notice. This edition features new and updated programs. Students who re-enroll must adhere to the catalog in effect at the time of their re-enrollment.

This catalog serves to inform students and other interested parties about the policies, calendar, tuition, fees, administration, and faculty of the Medical Desk AI Institute. While the information provided is current and accurate as of the publication date, the Medical Desk AI Institute cannot guarantee that changes will not occur that may affect this information.

All students are expected to read and understand the information presented in this catalog and any subsequent addenda. Failure to do so will not exempt any student from the application of any requirement or regulation published herein. Furthermore, each student is responsible for staying informed about the current completion requirements of their program.

The Medical Desk AI Institute reserves the right to make changes to any published information within the term of this catalog, and to do so without prior notice to individual students. Any such changes will be published in a catalog addendum, which should be considered an integral part of this catalog.

In this catalog, the terms "Student," "I," "me," and "my" refer to an individual who has applied, been accepted, and/or is attending the Medical Desk AI Institute and pursuing a program described herein.

Reservation of Rights

The Institute reserves the right to:

- Modify existing or new programs by addition, deletion, or variation.
- Change instructors by replacement or substitution.
- Relocate the facility within a reasonable distance.

Information contained in this catalog is subject to change as deemed necessary, and without prior written notification.

Ownership

Medical Desk AI Institute, LLC is owned and operated by the following members:

- **Bernard-Davis-Edge Capital, LLC (dba BDE Capital)** – 51% ownership
- **David Ensley** – 29.5% ownership
- **Hector Resendez** – 19.5% ownership

Key Staff

President / School Director / Instructor of Record - Rhea Davis

Hours of Operation

Office Hours

Monday – Friday: 9 am – 5 pm

Saturday – Sunday: CLOSED

School Holidays

Medical Desk AI Institute offers year-round enrollment programs with new sessions beginning every Monday. The school will observe the following holidays:

- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving and the day after
- Christmas Eve - New Year's Day

Additional holidays or school closures may be declared at the discretion of the School Director.

Facilities

Medical Desk AI Institute, LLC is located at 111 West William Cannon Dr Ste 200 | Austin, TX 78745 within Austin's professional and social community.

The facility and equipment meet all federal, state, and local ordinances and regulations, including those for fire and building safety.

All student program operations and training are conducted online.

Housing

Medical Desk AI Institute does not provide student housing.

Approvals

Medical Desk AI Institute is approved by the Texas Workforce Commission Career Schools & Colleges.

Accreditation

Medical Desk AI Institute is not an accredited institution.

Admissions

Program Admissions Requirements

Admissions Requirements for Medical Desk AI Institute, LLC

To be eligible for admission to Medical Desk AI Institute , LLC, applicants must be at least 18 years of age and possess a high school diploma or GED. Please note that different requirements may apply to WIOA-funded applicants.

Application Process:

1. **Admissions Team Meeting:** Applicants are required to meet with an admissions team member. This meeting serves to evaluate the applicant's motivation, aptitude, and dedication to their chosen program. During this session, the team will provide a comprehensive catalog outlining all available programs and relevant policies.
2. **Assessment and Essay:** Applicants must complete an essay and achieve a minimum score of 20 on the Wonderlic assessment. Essays are evaluated based on comprehension, grammatical accuracy, and critical thinking skills.
 - Applicants who do not meet the essay or Wonderlic assessment requirements will be directed to other entry-level programs.
 - All admissions decisions are made based on the cumulative information gathered throughout the application process.

Licensure and Language:

- **Licensure:** For programs that necessitate professional licensure, Medical Desk AI Institute will assist students in understanding the eligibility criteria. However, it is ultimately the student's responsibility to obtain the required certification. Licensure requirements can vary by state.
- **Language Proficiency:** While Medical Desk AI Institute does not offer ESL instruction or demand proof of English proficiency, all courses are conducted in English (with Spanish instruction available where applicable). Therefore, students must be proficient in reading, writing, speaking, understanding, and communicating in English.

Disability Accommodations:

In accordance with the Rehabilitation Act and the Americans with Disabilities Act (ADA), Medical Desk AI Institute is committed to providing reasonable accommodations for documented disabilities. Such accommodations will be granted unless they impose an undue burden on the institution or fundamentally alter the nature of the program. To

request assistance, please contact the Vice President of Academics at least two weeks prior to the start of classes, or as soon as practicably possible.

Non-Discrimination Policy

Medical Desk AI Institute is a post-secondary institution that admits academically qualified students without discrimination based on sex, age, race, national origin, color, sexual orientation, or handicap, and offers equal access to all programs and opportunities.

Credit Transferability

Transferability of credits, diplomas, or certificates earned at Medical Desk AI Institute is solely at the discretion of the receiving institution. Students should confirm with potential transfer institutions if Medical Desk AI Institute credits will be accepted to meet their educational goals. Medical Desk AI Institute provides guidance, transcripts, catalogs, syllabi, and program descriptions for transfer inquiries.

Scholarship Programs

Medical Desk AI Institute does not currently offer student scholarships or aid.

Workforce Innovation and Opportunity Act (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) aims to connect job seekers with the employment, education, training, and support services needed for success in the labor market.

It also assists employers in finding the skilled workers essential for global economic competition.

WIOA provides employment and training services specifically for **adults, dislocated workers, and youth who are unemployed or under-employed, with particular emphasis on veterans.**

Eligibility for WIOA funding is determined on a case-by-case basis, requiring students to complete all necessary WIOA paperwork. Please note that students cannot begin an online program until WIOA funding has been approved.

Academic Standards

Program Delivery:

- **Online Programs:** Delivered through online lectures, labs, and practicals.
- Medical Desk AI Institute does not offer externship programs. Refer to program outlines for details.

Definitions:

- **Course:** A series of modules in a specific subject. Completion of all modules signifies course completion; completion of all courses signifies program graduation.
- **Module:** A self-contained instructional unit within a course. Students progress through modules in order.
- **Clock Hour:** A 60-minute period with at least 50 minutes of instruction and the remainder as a break.
- **Student Progress Reporting:** Progress Reports are issued at the end of each module. Students have seven days to appeal a grade, with no changes made after this period.
- **Graduation Requirements:** To graduate and receive a certificate, students must complete each program module with a minimum GPA of 70% (or all modules for programs) and be current with all financial obligations to the school.

Transcript Policy

Upon successful completion of an educational program, each eligible student will receive an official transcript and a certificate of completion. The first official transcript and certificate are free. A \$10 fee will apply for each additional copy of official diplomas and transcripts.

Copyright Policy

Illegal distribution of copyrighted content, such as peer-to-peer (P2P) file sharing, is strictly prohibited when using Medical Desk AI Institute resources. Individuals, including faculty and staff, who participate in these activities will face disciplinary measures and potential civil and criminal charges.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement occurs when one or more of the exclusive rights granted to the copyright owner under Section 106 of the Copyright Act (Title 17 of the United States Code) are exercised without permission or legal authority. These rights include the reproduction and distribution of copyrighted works. In the context of file sharing, unauthorized downloading or uploading of substantial portions of a copyrighted work constitutes infringement.

Attendance Policy/ Requirements

Attendance Policy

Medical Desk AI Institute expects all students to attend classes regularly and consistently. Students in online programs are required to submit all academic activities by the program's end date. There is no make-up work or incomplete grades for online programs.

- **Full-time students:** Complete 20 hours of coursework per week.
- **Part-time students:** Complete 10 hours of coursework per week.

- All students must complete a minimum of 10 hours of coursework per week.

Attendance Monitoring

Student attendance is regularly monitored. At the end of each week, a report detailing the student's cumulative logins will be automatically generated and sent via email. Leave of Absence (LOA)

In emergencies (e.g., family tragedy, medical condition, military obligation) that necessitate an interruption in training, the school may, at its discretion, permit a student to request a Leave of Absence.

Leave of Absence - LOA Criteria:

1. **Written Request:** Students must submit a signed and dated written request before the expected LOA, stating the reason. Student Services will provide an eSignature link via email for the LOA request form.
2. **Approval:** The applicable Medical Desk AI Institute Director must approve and sign the LOA request before its start date.
3. **Reasonable Assurance of Return:** The reason for the request must provide reasonable assurance that the student will return at the end of the LOA.
4. **Documentation:** The school may request documentation to confirm the reason for the LOA.
5. **Acceptable Reasons:** Acceptable reasons include, but are not limited to, medical treatment, death in the immediate family, and military obligations. LOAs will not be granted for reasons related to academic performance.
6. **LOA Duration:**
 - Total LOA time cannot exceed five months or 150 days.
 - Students receiving WIOA funding may request an extension, but the total LOA time cannot exceed 90 calendar days within 12 months.
7. **Failure to Return:** Students who do not return on their scheduled LOA return date or fail to obtain an approved extension in advance will be dropped from the program.
8. **Institutional Charges:** No additional institutional charges are assessed to students during an approved LOA.
9. **WIOA Funds:** Students receiving Workforce Innovation Opportunity Act (WIOA) funds must receive approval from both the school and their assigned Workforce case manager. The maximum LOA for WIOA recipients is 90 days.

Satisfactory Academic Progress (SAP)

Academic Advisement:

Academic advising is provided to students based on individual needs throughout their program. Students who do not meet Satisfactory Academic Progress (SAP) requirements must communicate weekly with their Success Coach until their academic progress improves or they are dismissed from the Institution.

Grading System

Medical Desk AI Institute utilizes the following grading scale:

Percent	Letter Grade	Grade Point Average
90-100	A	4.0
80-89	B	3.0
70-79	C	2.0
60-69	D	1.0
0-59	F	0.0

Academic Progress and Module Completion

To complete a module, students must achieve a letter grade of "C" or higher. If a student fails a module (earning a "D" or "F"), they are required to repeat it. The initial failing grade will remain on the student's cumulative GPA and be factored into the assessment of Satisfactory Academic Progress (SAP) until the module is successfully re-completed. Upon successful re-completion, the new grade will replace the original and be included in the cumulative GPA calculation.

Students enrolled in programs must successfully complete all modules to be awarded a Certification of Completion. Consistent weekly progress is expected, with students completing a minimum of one module per week. Module Status Codes

- **TC:** Transfer Credit
- **AF:** Attendance Fail
- **LS:** Leave of Absence during module (Attendance less than 25% of scheduled module hours)
- **L:** Leave of Absence during module (Attendance more than 25% of scheduled module hours)

- **WS:** Withdrawn (Attendance less than 25% of scheduled module hours)
- **W:** Withdrawn (Attendance more than 25% of scheduled module hours)
- **EW:** Early Withdrawal for new students whose Last Day of Attendance (LDA) falls after the seventh (7th) day but before midnight of the fourteenth (14th) consecutive calendar day from the scheduled start date of the first module. This excludes school-scheduled breaks (winter, spring, and summer breaks only) and holidays published in the academic calendar.

Required Grades

To be eligible for graduation, students must complete all modules and maintain a cumulative grade point average of 2.0 (or 70%).

For satisfactory academic progress toward graduation, an overall cumulative GPA of 2.0 must be achieved across all completed modules. Students in programs must also complete all modules, though grades will not be assigned for individual modules.

Grade Changes and Repeats

Requests for a final grade change must be submitted to the Student Services leadership team for review and approval within seven calendar days of the grade entry due date. If a student fails a module, they must retake it and achieve a minimum GPA of 2.0. The highest grade obtained for a repeated module will be the official grade and factored into the cumulative GPA.

Satisfactory Academic Progress

To maintain satisfactory academic progress (SAP) towards graduation, students must achieve a minimum cumulative grade point average of 70% (2.0) and complete their program at a specified rate to finish by the end date. For programs, this means completing one module per week.

Each program has a unique number of weeks and modules, so the completion rate varies. Satisfactory progress is calculated by dividing the total number of modules by the total number of weeks assigned to the program (# of modules / # of weeks).

Academic Evaluation

The Student Services team evaluates each student's academic progress weekly. Students with incomplete or failing grades will be informed of the specific tasks required to achieve satisfactory status by the following week..

Academic Probation

If a student has not made satisfactory academic progress for **three consecutive weeks**, the Director will issue a written notice of probation.

The student will be required to meet with the Director to create an individualized academic plan, tailored to their specific program and the number of modules they are failing or have yet to complete.

This plan aims to guide the student back to satisfactory academic standing. The student and their Success Coach will continue to meet weekly to ensure predetermined goals and future goals are met until the academic plan is fulfilled.

Academic Warning

An official academic warning will be issued to students who have unsatisfactory academic progress for five consecutive weeks and no communication with their Director or Success Coach.

Students who have met with their Director or Success Coach but have not fulfilled the weekly expectations of their academic plan will also be placed on official academic warning.

In both instances, students will receive formal written notification of their status change from academic probation to academic warning.

Students will be removed from warning status once they meet with their Success Coach and fulfill all aspects of their assigned academic plan.

Academic Termination

Students will be officially terminated from their Medical Desk AI Institute program after six consecutive weeks of unsatisfactory academic progress. This also applies to students on academic plans who fail to meet their goals for four consecutive weeks.

To maintain satisfactory academic progress (SAP) towards graduation, students must achieve a minimum cumulative grade point average of 70% or 2.0. Additionally, they must maintain a minimum rate of completion, ensuring they progress at a pace that allows them to finish the program by the specified end date.

Financial and Refund Policies

Tuition and Fees

Program tuition and a comprehensive list of all associated fees are detailed in the Tuition and Fee Schedule section of this catalog.

Financial Aid

Medical Desk AI Institute does not currently participate in federal or state financial aid programs.

Payment Methods

Tuition and fees can be paid using cash, credit card, ACH, or money order. A \$35.00 NSF fee will be charged to a student's account if a check is returned due to insufficient funds.

Student Registration and Payment Process

Students must pay all tuition and fees in full on or before the first day of the program, or upon receipt of their Completion Certificate or industry-recognized certification.

Cancellation Policy

A full refund will be made to any student who cancels the enrollment agreement within 72 hours (until midnight of the third day, excluding Saturdays, Sundays and legal holidays) after the enrollment agreement is signed.

Refund Policy for Asynchronous Distance Education Programs

1. Refund computations are based on the number of lessons in the program. The Medical Front Desk Specialist Program consists of seven (7) lessons.
2. The effective date of termination for refund purposes is the earliest of the following:
(a) the date of notification to the student, if the student is terminated by the school;
(b) the date the school receives written notice from the student; or (c) the end of the third calendar month following the month in which the student's last lesson assignment was received, unless the school has received notification from the student that he or she wishes to remain enrolled.
3. If tuition and fees are collected before any lessons have been completed, and if, after expiration of the 72-hour cancellation privilege, the student fails to begin the program, the school shall retain no more than \$50.
4. If a student who enters an asynchronous distance education program terminates or withdraws after expiration of the 72-hour cancellation privilege, the school may retain \$50 of the tuition and fees, and the student will be refunded the pro rata portion of the remaining tuition, fees and other charges that the number of lessons completed and serviced by the school bears to the total number of lessons in the program.
5. A full refund of all tuition and fees is due in each of the following cases: (a) an enrollee is not accepted by the school; (b) the program of instruction is discontinued by the school, preventing the student from completing the program; or

(c) the student's enrollment was procured as a result of any misrepresentation in advertising or promotional materials of the school, or misrepresentation by the owner or representatives of the school.

6. A student who withdraws from the school as a result of being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees or other charges owed by the student for the portion of the program the student does not complete following withdrawal; (b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees or other charges for the program other than any previously unpaid balance of the original tuition, fees and charges for books for the program; or (c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has satisfactorily completed at least 90 percent of the required coursework for the program and has demonstrated sufficient mastery of the program material to receive credit for completing the program.
7. Refunds will be totally consummated within 60 days after the effective date of termination.

Learning Resources

Our online programs provide all necessary reference materials to complete assignments for each program's curriculum. These resources include a laptop computer, printed books, printed glossaries, read-aloud features, and interactive online activities.

Graduate Preparation Resources

Upon graduation or nearing completion of their studies, Medical Desk AI Institute equips students with comprehensive resources for certification exam preparation. While a Certificate of Completion is awarded after program fulfillment, students also have the chance to achieve official certification. To facilitate this, Medical Desk AI Institute provides practice tests, review guides, test vouchers, and ongoing access to program materials for 1.5 times the duration of their program.

Student Complaints/Grievance Procedure

A complaint is defined as any student concern regarding school programs, services, or staff. Students are encouraged to schedule a conference with the school director to resolve school-related issues.

If a student is not satisfied with the outcome of the conference, or if they prefer, they can file a formal written complaint with the School Director. The Director will formally investigate the complaint, take appropriate action, and provide a written response to the student within 10 business days of receiving the complaint from any school faculty or staff member.

Students are not required to meet with the director before submitting a formal written complaint.

Notification of Complaint to the Texas Workforce Commission

If a student is not satisfied with the school director's response, they can file a complaint with the Texas Workforce Commission (TWC).

Texas Workforce Commission Contact Information:

Career Schools and Colleges, Room 226T
101 East 15th Street
Austin, Texas 78778-0001
Phone: (512) 936-3100

Further details on filing a complaint with the TWC are available on their Career Schools and Colleges Website: www.texasworkforce.org/careerschools.

Grievance Procedure

Students with concerns about alleged violations are encouraged to first schedule a conference with the Director of Academics for resolution. If the issue remains unresolved to the student's satisfaction, a formal written complaint can be filed with the school's President and CEO.

Upon receiving a formal written complaint, the President and CEO will conduct an investigation, take appropriate action, and provide a written response to the student within 10 business days.

Note: A conference with the Director is not a prerequisite for filing a formal written complaint.

Student Code of Conduct

At Medical Desk AI Institute, our goal is to foster an educational environment that supports your intellectual and professional growth. This environment thrives on mutual respect, academic integrity, and professionalism from both students and staff, ensuring a safe and successful experience for everyone. The Student Code of Conduct is designed to uphold these values.

Terminology

To ensure clarity, the following terms are defined as they apply within this Code:

1. **Academic Standing:** Refers to a student's cumulative average. A grade of 70 is the minimum for passing or being considered in good academic standing. Good academic standing is maintained through weekly module completion.
2. **Attendance:** A student's presence in their program, indicated by logging into their account.
3. **Communication:** Any interaction between a student and Medical Desk AI Institute staff, including phone calls, texts, emails, discussion board posts, or messages.
4. **Program Activity:** Student engagement with or completion of required course content. This includes, but is not limited to, readings, activities, labs, quizzes, and exams, unless otherwise specified by Medical Desk AI Institute administration.
5. **Full Business Day:** Any 24-hour period starting from the initial point of contact or communication. This excludes Saturdays, Sundays, officially recognized employee holidays, or any days the school is closed.
6. **Fabrication:** The act of falsifying or creating false data or information.
7. **Med Desk AI:** Refers to Medical Desk AI Institute
8. **Participation:** The act or state of taking part in student module work.
9. **Plagiarism:** The act of stealing another's words or ideas and presenting them as one's own.
10. **Progress:** The advancement toward or completion of modules (or lack thereof) by a student in their chosen program.
11. **Staff:** Any individual hired by or contracted by Medical Desk AI Institute to perform administrative or instructional duties.
12. **Student:** Any person enrolled in a program, including those who take a leave of absence and later return.

Prohibited Conduct

The following actions are considered violations of the Student Code of Conduct:

- A. **Misuse of Documents and Equipment:** This includes forgery, falsification, fabrication, unauthorized alteration, or misuse of campus documents, records, or

identification. This extends to electronic software and equipment, student attendance sheets, and module work.

- B. **Damage or Theft of Property:** Misuse, theft, misappropriation, destruction, damage, or unauthorized use of Medical Desk AI Institute equipment or services. This includes, but is not limited to, Medical Desk AI Institute -provided laptops, chargers, monitors, books, and specialized equipment. Students are responsible for repairing any damage to these materials (e.g., screen damage, water damage, viruses).
- C. **Disrespectful Communication/Conduct:** Any communication or conduct that is disrespectful, unprofessional, or unethical towards other students or staff. All communications are recorded and monitored by Medical Desk AI Institute staff.
- D. **Non-Compliance with Staff Directives:** Failure to follow staff instructions regarding coursework, participation, attendance, progress, academic standing, or communication.
- E. **Excessive Communication:** Engaging in an unreasonable amount of communication within a full business day that disrupts online instruction, administrative responsibilities, or the daily operations of staff.

Responses to Alleged Code Violations

Should you be accused of violating the Student Code of Conduct, you may face one or more of the following disciplinary or administrative actions:

1. **Administrative Intervention:** A formal discussion between administrative staff and the student regarding the alleged violation. This includes developing a proactive plan to prevent future offenses.
2. **Warning:** A written statement informing the student that a violation has occurred and that further misconduct may lead to more severe disciplinary action.
3. **Withdrawal:** Permanent removal from Medical Desk AI Institute, loss of access to program materials, and the requirement to return all Medical Desk AI Institute materials (e.g., laptops, chargers, monitors, books, specialized equipment) at the student's own expense.

Please note that the adoption of this Student Code of Conduct does not prevent Medical Desk AI Institute from implementing or maintaining additional rules governing student conduct.

Programs of Study

Our online programs offer students the flexibility to create their own schedules within the allotted program time. Students access the educational platform to review their program syllabus and receive instructions for completing modules, assignments, and exams. Instructors evaluate coursework, and communication occurs through the education platform or email. These programs are ideal for students with busy schedules, family responsibilities, and/or work obligations.

Success in an online program requires significant motivation and self-discipline. Medical Desk AI Institute offers the following online programs, each awarding a Certificate of Completion:

Medical Front Desk Specialist Program

Below are the program descriptions.

Each includes key information such as the Classification of Instructional Programs (CIP) code and the Standard Occupational Classification (SOC) Code.

These codes are utilized by the Texas Workforce Commission and the Workforce Solutions of Texas for classifying programs and monitoring outcomes.

Program Overview

This program prepares students for careers as Medical Front Desk Specialists or Medical Administrative Assistants. Students learn healthcare office operations, patient communication, medical records management, scheduling systems, HIPAA compliance, and insurance basics.

Credential Awarded:

- Certificate of Completion

Education Delivery:

Online

Program Details:

Admissions Requirements:	• Minimum 18 years of age • High School Diploma or GED
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	• Proof of US Residency • English Proficiency • No prerequisites are required for admission.
Included in Tuition:	• Complimentary laptop • All required program materials • Access to the online instruction portal • Certification exam(s) where applicable
Instructional Strategies:	• Self-Directed Study • Skills Demonstration • Simulation • Online Activities
Methods of Evaluation:	• Knowledge Check • Skills Demonstration • Learner-Centered Activities
Student/Teacher Ratio:	Maximum 40:1

Codes:

CIP Code	• 51.0710
SOC Codes	• 43-6013.00

Program Duration:

Total Program Hours:	120 clock hours (all lecture-based) Hours by Type: Lecture: 120 / Lab: 0 / Externship: 0
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Estimated Completion Time:	• 20 hours/week: 6 weeks • 10 hours/week: 12 weeks
Maximum Time to Complete:	12 months

Program Costs:

Tuition:	\$10,999.00
Book, Laptop & Supply Fees:	\$600.00
Registration Fee:	\$399.00
Total Cost:	\$11,998.00

Note: All enrolled students receive a free laptop, pre-loaded with essential software and full technical support, ensuring immediate access to necessary tools and an equitable learning environment.

Curriculum Outline

Modules

- Introduction to Healthcare Systems (10 hrs)
- Customer Service & Patient Communication (10 hrs)
- Medical Records & Electronic Health Systems (20 hrs)
- HIPAA, Privacy & Compliance (15 hrs)
- Scheduling & Insurance Basics (20 hrs)
- OSHA & Workplace Safety (15 hrs)
- Professional Development & Job Readiness (30 hrs)

Program Completion Requirements

Successful completion of all modules is required to receive a Certificate of Completion.

Technology Requirements

To ensure an optimal learning experience, the following technology specifications are recommended:

- **Hardware Requirements:**
 - CPU: 1 GHz or higher
 - RAM: 2 GB or higher
 - Resolution: 1280 x 720 or higher
 - Speakers / Headphones
- **Operating System Requirements:**
 - Microsoft Windows 7 or 10 (Home, Pro)
 - Mac OSX 10 or higher
 - Latest Chrome OS
 - Latest Linux Distributions
- **Basic Software Recommendations:**
 - Office suite software (Microsoft Office, OpenOffice, or LibreOffice)
 - PDF reader program (Adobe Reader, FoxIt)
- **Internet Connectivity:**
 - Cable and DSL internet connections are recommended for the best experience.
- **Web Browser Requirements:**
 - Latest Google Chrome is recommended. Alternatively, the latest version of Mozilla Firefox, Microsoft Edge, or Safari can be used.

Note: While our programs are viewable on Android and iPhone devices, their use is not recommended for online programs as they do not provide an optimal learning environment.

CERTIFICATION

I certify that the information contained in this catalog is true and correct in content and policy. This catalog accurately represents the programs, policies, tuition, fees, and other information of Medical Desk AI Institute, LLC as of the date of publication.

Signature:  Date: 8/27/2026
Rhea Davis, School Director
Medical Desk AI Institute, LLC
111 West William Cannon Dr, Ste 200, Austin, TX 78745