



**Norwalk Community College**  
**Continuing Education & Workforce Development**  
**Electrocardiogram Technician (EKG)**  
**Certificate**

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<u>Course</u>	<u>Total Hours</u>	<u>Total Session</u>	<u>Tuition*</u>	<u>Textbook</u>
1. Electrocardiogram Technician (EKG)	42	14	\$599	Additional
2. Customer Service for Health Care Professionals	10	5	\$149	N/A

\*Tuition subject to change.

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Electrocardiogram Technician

Students will gain a basic knowledge of the anatomy and physiology of the heart and an understanding of heart function. Students will learn proper patient information input into the EKG equipment and proper preparation and lead placement for obtaining an accurate and clear electrocardiogram. Students will learn about normal and abnormal EKG rhythms using analysis with hands-on practice during each session. A brief heart disease introduction will also be included. Patient preparation for telemetry monitoring, holter monitoring and stress testing will also be covered.

Upon successful completion of the course, students will receive a certificate of completion.

There is an optional observation class at Norwalk Hospital. Students who elect to participate must provide proof of a medical examination within the past year. Health forms are available online ([www.norwalk.edu](http://www.norwalk.edu), >Academics, >Continuing Education, >Download Forms).

Entrance Requirements:

- A high school diploma or equivalent
- Proof of a medical physical examination within the past year in order to participate in clinicals. The medical form is available online ([www.norwalk.edu](http://www.norwalk.edu), >Academics, >Continuing Education, >Download Forms, >Medical Form for Clinical).

Important Information:

- Students who elect to take the NHA certification exam are responsible for associated fees.
- A white lab coat or scrubs may be required for some clinical sites.

Co-requisite: Customer Service for Health Care Professionals

## Customer Service for Health Care Professionals

Customer Service in a medical setting has a unique set of challenges. This course is designed to teach health care professionals how to meet these challenges and achieve service excellence. Some areas covered are Patient Bill of Rights, professionalism, telephone etiquette, communication skills, working with a culturally diverse patient population, bedside manners, and managing job stress.

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***Please refer to the current Continuing Education & Workforce Development catalog for course specifics (tuition, start date, class time slot and location).***

### ***Employment Related information***

- Employment opportunities for EKG Certificate holders will primarily be found as advancement positions for which EKG knowledge was necessary.
- Job Search Keywords:  
nursing assistant, electrophysiology technician, non-invasive cardio technician
- O\*NET: A tool for career exploration and job analysis!

O\*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more! <https://www.onetonline.org/>  
Type in EKG Technician in "Keyword or O\*NET-SOC Code"

Date Created: 7/31/15

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