

## HED-56 - Medical Administrative Assistant Certificate Program with Clinical Externship

### Professional Education Course Syllabus

**Program includes National Certification & a Clinical Externship Opportunity**

Course Contact Hours: 50

#### The Medical Administrative Assistant Profession

Medical administrative assistants primarily work in doctor's offices, clinics, outpatient settings, hospitals, and other healthcare settings. Medical administrative assistants, medical secretaries, and medical records clerks are all positions in great demand. The growth and the complexity of the U.S. healthcare system have resulted in a substantial increase in the need for qualified medical administrative assistants. Employment of a medical assistant is expected to grow an impressive 34% by 2021.

#### The Medical Administrative Assistant Program

This program covers information on the medical assisting profession, interpersonal skills, medical ethics and law, medical terminology, basics of insurance billing and coding, telephone techniques, scheduling appointments, medical records management and management of practice finances. A great course for physicians medical office professionals! This program prepares students to function effectively in many of the administrative and clerical positions in the healthcare industry. It provides students a well-rounded introduction to medical administration that delivers the skills students require to obtain an administrative medical assistant position or advance within their current healthcare career. This course covers the following key areas and topics:

- Interpersonal skills, medical ethics, and basic medical law
- Telephone techniques and skills for scheduling appointments
- Medical terminology
- Basics of insurance billing and coding
- Medical records management and management of practice finances

#### Education and Certifications

- Students should have or be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- Students who complete this program have the opportunity to pursue national certification:
  - **National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA)**

#### Medical Administrative Assistant Detailed Course Information:

- An overview of the healthcare industry and expectations for a healthcare professional
- Role of the medical administrative assistant

- History of medicine, medicine and the law, medical malpractice, medical ethics, and medical practice specialties
- Patient communication techniques, appointment scheduling and general office duties
- Basic terminology used in the medical office
- Medical records management, confidentiality of the medical record, initiating a medical record for a new client and filing reports in the medical record
- HIPAA review and patient bill of rights and confidentiality, ethics and legal issues
- Financial practice management, health insurance & billing and coding procedures
- Professional fees, billing & collecting procedures, accounting systems
- Medical accounting, financial statements, cost analysis, budgets for the medical practice
- Specimen collection, laboratory safety and federal and state regulations
- Assisting with medical emergencies

### **National Certification**

Students who complete the Medical Administrative Assistant program will be prepared to sit for the National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) exam. Although there are no state approval, state registration or other state requirements for this program, students who complete this Medical Administrative Assistant program will be prepared and are eligible to sit for this national certification exam. Students who complete this program can and do sit for the NHA - CMAA national certification exam and are qualified, eligible and prepared to do so.

### **Clinical Externship / Hands on Training / Practicum**

Although not a requirement of this program, once students complete the Medical Administrative Assistant program they have the ability to participate in a clinical externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of a Medical Administrative Assistant. Students will be assisted with completing a resume and/or other requirements necessary to work in a hospital, physicians practice, clinic and/or with other healthcare organizations. All students who complete this program are eligible to participate in an externship and will be placed in a healthcare organization near their location.

### **Course Overview**

#### **Introduction to Medical Assisting**

- Lesson 1 – Becoming a Successful Student
  - Reading Assignment: Chapter 1 (pp.1-10)
- Lesson 2 – The Healthcare Industry
  - Reading Assignment: Chapter 2 (pp.11-29)
- Lesson 3 – The Medical Assisting Profession
  - Reading Assignment: Chapter 3 (pp.31-42)
- Lesson 4 – Professional Behavior in the Workplace
  - Reading Assignment: Chapter 4 (pp.43-51)
- Lesson 5 – Interpersonal Skills and Human Behavior
  - Reading Assignment: Chapter 5 (pp.53-73)
- Lesson 6 – Medicine and Ethics
  - Reading Assignment: Chapter 6 (pp.75-91)
- Lesson 7 – Medicine and the Law
  - Reading Assignment: Chapter 7 (pp.93-120)

### **Administrative Medical Assisting**

- Lesson 8 – Computer Concepts
  - Reading Assignment: Chapter 8 (pp.121-134)
- Lesson 9 – Telephone Techniques
  - Reading Assignment: Chapter 9 (pp.135-153)
- Lesson 10 – Scheduling Appointments
  - Reading Assignment: Chapter 10 (pp.169-173)
- Lesson 11 – Patient Reception and Processing
  - Reading Assignment: Chapter 11 (pp.175-186)
- Lesson 12 – Office Environment and Daily Operations
  - Reading Assignment: Chapter 12 (pp.187-210)
- Lesson 13 – Written Communications and Mail Processing
  - Reading Assignments: Chapter 13 (pp.211-233)

### **Health Information in the Medical Office**

- Lesson 14 – The Paper Medical Record
  - Reading Assignment: Chapter 14 (pp.235-261)
- Lesson 15 – The Electronic Medical Record
  - Reading Assignment: Chapter 15 (pp.263-273)
- Lesson 16 – Health Information Management
  - Reading Assignment: Chapter 16 (pp.275-285)
- Lesson 17 – Privacy in the Physician's Office
  - Reading Assignment: Chapter 17 (pp.287-300)

### **Billing and Coding Procedures**

- Lesson 18 – Basics of Diagnostic Coding
  - Reading Assignment: Chapter 18 (pp.301-323)
- Lesson 19 – Basics of Procedural Coding
  - Reading Assignment: Chapter 19 (pp.325-348)
- Lesson 20 – Basics of Health Insurance
  - Reading Assignment: Chapter 20 (pp.349-370)
- Lesson 21 – The Health Insurance Claim Form
  - Reading Assignment: Chapter 21 (pp.371-394)
- Lesson 22 – Professional Fees, Billing, and Collecting
  - Reading Assignment: Chapter 22 (pp.395-420)

### **Financial and Practice Management**

- Lesson 23 – Banking Services and Procedures
  - Reading Assignment: Chapter 23 (pp.421-439)
- Lesson 24 – Financial and Practice Management
  - Reading Assignment: Chapter 24 (pp.441-452)
- Lesson 25 – Medical Practice Management and Human Resources
  - Reading Assignment: Chapter 25 (pp.453-479)
- Lesson 26 – Medical Practice Marketing and Customer Service
  - Reading Assignment: Chapter 26 (pp.481-492)

### **Assisting with Medical Emergencies and Career Development**

- Lesson 27 – Emergency Preparedness and Assisting with Medical Emergencies
  - Reading Assignment: Chapter 27 (pp.493-525)

- Lesson 28 – Career Development and Life Skills
  - Reading Assignment: Chapter 28 (pp.527-553)

### Fresno Pacific University Student Learning Outcomes (FPU-SLO)

FPU-SLO 1	<b>Student Learning Outcomes Oral Communication:</b> Students will <i>exhibit</i> clear, engaging, and confident oral communication – in both individual and group settings – and will critically <i>evaluate</i> content and delivery components.
FPU-SLO 2	<b>Written Communication:</b> Students will <i>demonstrate</i> proficient written communication by <i>articulating</i> a clear focus, <i>synthesizing</i> arguments, and utilizing standard formats in order to <i>inform</i> and <i>persuade</i> others.
FPU-SLO 3	<b>Content Knowledge:</b> Students will <i>demonstrate</i> comprehension of content-specific knowledge and the ability to apply it in theoretical, personal, professional, or societal contexts.
FPU-SLO 4	<b>Reflection:</b> Students will <i>reflect</i> on their personal and professional growth and <i>provide evidence</i> of how such reflection is utilized to manage personal and vocational improvement.
FPU-SLO 5	<b>Critical Thinking:</b> Students will <i>apply</i> critical thinking competencies by <i>generating</i> probing questions, <i>recognizing</i> underlying assumptions, <i>interpreting</i> and <i>evaluating</i> relevant information, and <i>applying</i> their understandings to new situations.
FPU-SLO 6	<b>Moral Reasoning:</b> Students will <i>identify</i> and <i>apply</i> moral reasoning and ethical decision-making skills, and <i>articulate</i> the norms and principles underlying a Christian world-view.
FPU-SLO 7	<b>Service:</b> Students will <i>demonstrate</i> service and reconciliation as a way of leadership.
FPU-SLO 8	<b>Cultural and Global Perspective:</b> Students will <i>identify</i> personal, cultural, and global perspectives and will employ these perspectives to <i>evaluate</i> complex systems.
FPU-SLO 9	<b>Quantitative Reasoning:</b> Students will accurately <i>compute</i> calculations and symbolic operations and <i>explain</i> their use in a field of study.
FPU-SLO 10	<b>Information Literacy:</b> Students will <i>identify</i> information needed in order to fully understand a topic or task, <i>explain</i> how that information is organized, <i>identify</i> the best sources of information for a given enquiry, <i>locate</i> and critically <i>evaluate</i> sources, and accurately and effectively <i>share</i> that information.

### Continuing Education Student Learning Outcomes (CE-SLO)

CE-SLO 1	Demonstrate proficient written communication by articulating a clear focus, synthesizing arguments, and utilizing standard formats in order to inform and persuade others, and present information applicable to targeted use.
CE-SLO 2	Demonstrate comprehension of content-specific knowledge and the ability to apply it in theoretical, personal, professional, or societal contexts.
CE-SLO 3	Reflect on their personal and professional growth and provide evidence of how such reflection is utilized to manage personal and professional improvement.
CE-SLO 4	Apply critical thinking competencies by generating probing questions, recognizing underlying assumptions, interpreting and evaluating relevant information, and applying their understandings to the professional setting.
CE-SLO 5	Reflect on values that inspire high standards of professional and ethical behavior as they pursue excellence in applying new learning to their chosen field.

CE-SLO 6	Identify information needed in order to fully understand a topic or task, organize that information, identify the best sources of information for a given enquiry, locate and critically evaluate sources, and accurately and effectively share that information.
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