



# MEDICAL ADMINISTRATIVE ASSISTANT

## PROGRAM

### SYLLABUS

# ONLINE DELIVERY

**180 INSTRUCTIONAL  
CLOCK HOURS  
18 WEEKS**



## OVERVIEW:

The Medical Administrative Assistant program prepares students to perform essential clerical and organizational tasks in healthcare settings. Students will gain skills in organizing patient files, drafting correspondence, scheduling appointments, transcribing dictation, managing electronic health records, and supporting healthcare teams. The program provides a strong foundation in medical terminology, insurance and billing practices, healthcare office procedures, and electronic health record (EHR) management. Medical Administrative Assistants may find employment in hospitals, chiropractic offices, medical clinics, and other healthcare facilities.

Students will learn to:

- Communicate effectively with staff and patients using both verbal and non-verbal communication techniques.
- Understand the impact of OSHA and HIPAA regulations on medical office practices.
- Identify different medical specialties and describe the roles and responsibilities of allied health professionals.
- Demonstrate professional written and oral communication in a clinical environment.
- Understand various appointment scheduling systems and manage physician schedules efficiently.
- Create, organize, and maintain accurate patient records.
- Describe the healthcare claim preparation process and insurance billing practices.
- Understand bookkeeping systems and manage the billing cycle effectively.



## PROGRAM FEATURES

- ✓ Expert Guidance Provided Through Live Mentoring Support Sessions
- ✓ Access to On-Demand Video Lessons for the Duration of Your Program
- ✓ Flexible, Self-Paced Learning that Adapts to your Schedule
- ✓ Dedicated Academic Coaches
- ✓ National Certification Exam Preparation Support



## PROGRAM COURSES

- ✓ Career Development
- ✓ OSHA/HIPAA
- ✓ Medical Office Productivity 2021
- ✓ Medical Terminology with A&P
- ✓ Professional Office Development
- ✓ Medical Administrative Assistant

# PROGRAM OUTLINE

## WEEKS 1-2

- Introduction to Medical Terminology
- Professional Office Development
  - Lesson 1 – Professional in the Office
  - Lesson 2 – Business Etiquette and Professionalism
  - Lesson 3 – Thinking Critically
  - Create your LinkedIn Account
  - Lesson 4 – Time Management Skills
  - Lesson 5 – Customer Service Basics
- OSHA Reading and Quiz
- HIPAA Reading and Quiz
- Medical Office Productivity (Microsoft Word, Excel, Outlook)
- Career Development Assignments

## WEEK 3

Chapter 1: Introduction to Administrative Medical Assisting

## WEEK 4

Chapter 2: The Health Care Environment

## WEEK 5

Chapter 3: Medicolegal and Ethical Responsibilities

## WEEK 6

Chapter 4: The Art of Communication

## WEEK 7

Chapter 5: Written Communication and Correspondence

## WEEK 8

Chapter 6: Processing Mail and Electronic Correspondence

## WEEK 9

Chapter 7: The Front Office Environment

## WEEK 10

Chapter 8: Telephone Procedures

## WEEK 11

Chapter 9: Appointments

## WEEK 12

Chapters 10 & 11: Office Managerial Responsibilities and Filing Procedures

## WEEK 13

Chapters 12 & 13: Medical Records and Drug/Prescription Records

## WEEK 14

Chapter 14: Procedure Coding

Chapter 15: Diagnostic Coding

## WEEK 15

Chapter 16: Health Insurance Systems

Chapter 17: Insurance Claims Processing

## WEEK 16

Chapter 18: The Revenue Cycle: Fees, Credit, and Collections

Chapter 19: Bookkeeping and Banking

## WEEK 17

Chapter 20: Financial Management

Chapter 21: Seeking a Position as a Medical Administrative Assistant

## WEEK 18

Capstone and Certification Prep

Administrative Capstone Simulation

Billing Capstone Simulation

Certification Practice Exams and Mock Exams





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