



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	WEEK	9
	<ul style="list-style-type: none">• Introduction to Medical Terminology• Professional Office Development<ul style="list-style-type: none">◦ 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 7: The Front Office Environment	
	Chapter 1: Introduction to Administrative Medical Assisting	WEEK	10
WEEK	4	Chapter 8: Telephone Procedures	
	Chapter 2: The Health Care Environment	WEEK	11
WEEK	5	Chapter 9: Appointments	
	Chapter 3: Medicolegal and Ethical Responsibilities	WEEK	12
WEEK	6	Chapters 10 & 11: Office Managerial Responsibilities and Filing Procedures	
	Chapter 4: The Art of Communication	WEEK	13
WEEK	7	Chapters 12 & 13: Medical Records and Drug/Prescription Records	
	Chapter 5: Written Communication and Correspondence	WEEK	14
WEEK	8	Chapter 14: Procedure Coding	
	Chapter 6: Processing Mail and Electronic Correspondence	Chapter 15: Diagnostic Coding	
WEEK		WEEK	15
		Chapter 16: Health Insurance Systems	
		Chapter 17: Insurance Claims Processing	
WEEK		WEEK	16
		Chapter 18: The Revenue Cycle: Fees, Credit, and Collections	
		Chapter 19: Bookkeeping and Banking	
WEEK		WEEK	17
		Chapter 20: Financial Management	
		Chapter 21: Seeking a Position as an Medical Administrative Assistant	
WEEK		WEEK	18
		Capstone and Certification Prep	
		Administrative Capstone Simulation	
		Billing Capstone Simulation	
		Certification Practice Exams and Mock Exams	



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Train for Healthcare & IT Careers