



MEDICAL ADMINISTRATIVE ASSISTANT WITH ELECTRONIC HEALTH RECORDS

PROGRAM

SYLLABUS

ONLINE DELIVERY

**240 INSTRUCTIONAL
CLOCK HOURS
24 WEEKS**



OVERVIEW:

The Medical Administrative Assistant with Electronic Health Records (EHR) program equips students with the practical knowledge and skills needed to manage front-office healthcare operations and handle digital patient data. Students will learn how to support physicians and healthcare staff by organizing files, scheduling appointments, transcribing medical dictation, maintaining accurate patient records, and managing electronic health information. With an increasing national focus on digital healthcare systems, EHR specialists and medical administrative assistants play a critical role in improving the efficiency and accuracy of patient care delivery.

Students will learn to:

- Communicate effectively with patients and staff using professional verbal and non-verbal techniques.
- Understand medical terminology and basic anatomy relevant to administrative tasks.
- Apply OSHA and HIPAA regulations to ensure safety, compliance, and patient data security.
- Describe various medical specialties and understand the roles of allied health professionals.
- Demonstrate professional written and oral communication in clinical environments.
- Schedule patient appointments efficiently using various systems and maintain physician calendars.
- Create, organize, and maintain accurate patient records and medical documentation.
- Utilize Electronic Medical Records (EMR) systems to input, update, and manage patient information.
- Understand the structure and workflow of daily operations in a healthcare office.
- Prepare and process healthcare claims while following proper billing and insurance procedures.
- Apply basic bookkeeping skills and manage billing cycles within a medical office.



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
- ✓ Electronic Health Records Part 1
- ✓ Electronic Health Records Part 2

PROGRAM OUTLINE

WEEKS	1-2	WEEK	10
	Introduction to Medical Terminology Professional Office Development (Lessons 1-5) Create your LinkedIn Account OSHA Reading and Quiz/HIPAA Reading and Quiz Medical Office Productivity (Microsoft Word, Excel, Outlook) Career Development Assignments		Chapter 16: Health Insurance Systems Chapter 17: Insurance Claims Processing
WEEK	3	WEEK	11
	Chapter 1: Introduction to Administrative Medical Assisting Chapter 2: The Health Care Environment		Chapter 18: The Revenue Cycle: Fees, Credit, and Collections Chapter 19: Bookkeeping and Banking
WEEK	4	WEEK	12
	Chapter 3: Medicolegal and Ethical Responsibilities Chapter 4: The Art of Communication		Chapter 20: Financial Management Chapter 21: Seeking a Position as a Medical Administrative Assistant
WEEK	5	WEEK	13
	Chapter 5: Written Communication and Correspondence Chapter 6: Processing Mail and Electronic Correspondence		Capstone & Certification Prep Administrative Capstone Simulation
WEEK	6	WEEK	14
	Chapter 7: The Front Office Environment Chapter 8: Telephone Procedures		Billing Capstone Simulation Certification Practice Exams & Mock Exams
WEEK	7	WEEK	15
	Chapter 9: Appointments		Introduction to Practice Management and Electronic Medical Records.
WEEK	8	WEEK	16
	Chapters 10 & 11: Office Managerial Responsibilities and Filing Procedures Chapters 12: Medical Records		Patient Registration and Data Entry. Scheduling, Rescheduling, and Canceling Patient Appointments.
WEEK	9	WEEK	17
	Chapter 13: Drug/Prescription Records		Preparing for Patient Appointments. Checking in Patients and Performing Insurance Eligibility.
WEEK	18		Posting an Insurance Copayment.

PROGRAM OUTLINE

WEEK 19

Documenting Clinical Encounters.

WEEK 20

Managing Provider Orders and Patient Communication.

WEEK 21

Working with Prescriptions and eRx.

WEEK 22

Preparing Electronic Encounter Forms for Billing.

WEEK 23

Medical Billing
Patient Collections

WEEKS 24

Moss 4.0 Final Exam
Moss 4.0 Capstone Simulation Exam



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