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Medical Administrative Assistant

Format: Self-Pace Online / eLearning
 Program Duration: 6 Months
 Course Contact Hours: 375

The Medical Administrative Assistant Profession

Medical administrative assistants work primarily in physician offices, clinics, outpatient settings, hospitals, and other healthcare settings. 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. This program prepares students to function effectively in many administrative and clerical positions within the healthcare field. It covers important background information on the medical administrative assisting profession as well as interpersonal skills, medical law and ethics, medical terminology, insurance billing and coding fundamentals, telephone techniques, appointment scheduling, medical records management, and basic finance-related skills. This program is intended to provide students with a well-rounded introduction to medical office administration so that they can gain the necessary skills required to either obtain a medical administrative assistant position or advance their current healthcare career.

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 physician's 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.

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.
- National Certification:
 - **National Health career Association (NHA) Certified Medical Administrative Assistant (CMAA)**

Medical Administrative Assistant Program Objectives

At the end of this course, students will be able to:

- Function effectively in administrative and clerical positions in the medical office

- Describe the roles of a professional medical administrative assistant
- Manage health information and records according to privacy policies
- Complete basic billing and coding to process insurance forms
- Manage practice finances
- Assist in handling medical emergencies
- Describe techniques for academic and career development
- Describe the healthcare environment

Medical Administrative Assistant Program Detailed Student Objectives

BECOMING A SUCCESSFUL STUDENT

- Describe professional behaviors and their importance to members of a healthcare team
- Assess your learning style preference
- Adapt your learning style to new learning situations
- Practice effective problem solving and conflict management techniques
- Explain the importance of assertiveness in a healthcare environment
- Implement effective study skills and strategies
- Apply test-taking strategies
- Explain the process of critical thinking and how to apply it

THE HISTORY OF MEDICINE AND HEALTHCARE

- Describe the history of medicine and health care
- Discuss significant medical advances of previous centuries
- Discuss other members of the healthcare team and medical practice specialties

MEDICAL ASSISTING TODAY

- List educational requirements of medical assisting
- Discuss certification and registry credentials
- State the benefits of membership in professional organizations
- Define the scope of medical assisting

THE MEDICAL ASSISTING CAREER: ROLES AND RESPONSIBILITIES

- List the qualities of a good medical assistant
- List career opportunities for the medical assistant
- Discuss other members of the healthcare team and medical practice specialties

MEDICAL LAW AND ETHICS

- Describe legal terms as they apply to health care
- Outline the physician's public duties
- Discuss the physician-patient relationship
- Discuss the healthcare worker's role in patient confidentiality
- Discuss how HIPAA affects healthcare clinics
- Describe the federal and local organizations related to health care
- Discuss a code of ethics in health care

INTERPERSONAL COMMUNICATION

- Define verbal and nonverbal communication and how each can be used effectively
- Discuss effective use of listening skills in the workplace
- Identify communication barriers in the medical workplace and how to overcome them
- Name community resources for patient referrals
- Outline a plan for creating patient education materials

WRITTEN COMMUNICATION

- Use correct grammar, spelling, and punctuation in professional written communication
- Compose and proofread a business letter
- List accepted healthcare abbreviations
- Describe appropriate memo use in the medical office
- Classify mail, including size and postage requirements
- Explain policies for incoming mail and email correspondence

TELEPHONE PROCEDURES

- Describe the use of the main features of a typical telephone system and answering service
- Explain how to perform telephone triage and how to handle emergency calls
- Explain how to take a proper telephone message
- Explain how to call a patient via the telephone
- Discuss patient confidentiality when using the telephone

FRONT DESK RECEPTION

- Describe the steps to opening and closing the office efficiently
- List the steps to prepare files for patient arrivals
- Describe appropriate ways to greet and register new and established patients
- Discuss ways to maintaining patient confidentiality in all front-desk activities
- Discuss how to communicate with patients about scheduling delays
- Explain ways to manage difficult patients in the reception area
- Identify appropriate reading materials for the reception room
- Discuss safe and effective ways to incorporate a children's area

PATIENT SCHEDULING

- Discuss guidelines for scheduling patient appointments
- Differentiate between paper and electronic scheduling systems
- Chart patient no-shows accurately
- Follow up on patients who miss their appointments
- Manage the physician's appointment calendar for personal and professional events
- Schedule patients for hospital services and admissions and other necessary services

MEDICAL RECORDS MANAGEMENT

- Describe common types of file storage systems
- List information contained in the medical record
- Explain various types of charting strategies and procedures
- Explain how to find a missing paper file
- Explain the color-coded filing system for paper files
- Explain how to destroy a medical record
- Describe how to correct an error in a paper chart
- Distinguish between paper medical records and electronic medical records

ELECTRONIC MEDICAL RECORDS

- List information contained in the medical record
- Distinguish between paper medical records and electronic medical records
- Explain how paper records are converted to electronic records
- Discuss HIPAA compliance for electronic medical records
- Discuss use of personal digital assistance with electronic medical records

COMPUTERS IN THE MEDICAL OFFICE

- Describe common types of file storage systems
- Discuss how computers are used in the medical office
- Identify the components of the computer
- Explain how to maintain and secure computer equipment
- Explain computer ergonomics
- Discuss functions of basic office equipment

EQUIPMENT, MAINTENANCE AND SUPPLY INVENTORY

- Discuss office equipment maintenance, leasing, and purchasing
- Discuss functions of basic office equipment
- Discuss inventory control
- Discuss policies and procedures in the medical office

OFFICE POLICES AND PROCEDURES

- Create a patient brochure
- Discuss personnel manuals
- Discuss policies and procedures in the medical office

HANDLING MEDICAL EMERGENCIES IN THE MEDICAL OFFICE

- Describe the medical assistant's role in an emergency
- Identify the supplies and equipment used in an emergency and list contents of a crash cart for the medical office
- Explain how to respond to various life-threatening emergencies in the medical office
- Describe considerations in keeping employees safe in the medical office

INSURANCE BILLING AND AUTHORIZATIONS

- Define the medical assistant's role in the insurance claim process
- Define health insurance terminology
- Describe private health insurance and sources of coverage
- Describe the types of managed care plans
- Explain government insurance
- Describe reimbursement methods
- Explain how to prepare a claim using claim forms
- Discuss how to work with fee schedules
- Discuss how to trace claims
- Explain the relationship between accurate documentation and reimbursement
- Discuss how professional fees are determined
- Explain how to verify patient identification

BASICS OF DIAGNOSTIC CODING

- Describe the function and layout of the ICD-10-CM coding book

- List the steps to correctly choose diagnosis codes

BASICS OF PROCEDURAL CODING

- Describe the layout of the CPT coding book
- List the steps to accurate CPT coding
- Discuss how modifiers are used in procedural coding
- Explain the use of the Health Care Common Procedure Coding System and coding guides for specialized medical practices
- Explain the relationship between accurate documentation and reimbursement
- Identify fraudulent practices in coding and billing
- Discuss bundled codes

BILLING, COLLECTIONS, AND CREDIT

- Discuss a manual billing system
- Identify the types of payments typically made in the medical office
- Explain how to post payments to a manual and computerized billing system
- Explain how to prepare an accounts receivable trial balance
- Explain how to verify patient identification
- Discuss common collection policies and issues
- Describe how small claims court works for the medical office

PAYROLL, ACCOUNT PAYABLE, AND BANKING PROCEDURES

- Discuss the payroll, accounts payable, accounts receivable, and banking procedures for the medical office

MANAGING THE MEDICAL OFFICE

- Describe the characteristics and responsible of an effective office manager
- Describe different management leadership styles
- Explain how to conduct an effective staff meeting
- Discuss the tasks associated with staffing the medical office
- Discuss quality improvement and risk management in the medical office
- Discuss the components to effectively manage a medical office staff

COMPETING IN THE JOB MARKET

- Discuss the externship experience
- Prepare an attractive and effective resume
- Write an effective cover letter
- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

