

Medical Office Assistant – 50 Hours

Medical Office Assistants support physicians and nurses in delivering patient care. An administrative assistant's tasks consist of keeping medical records, greeting patients, billing and clerical duties, scheduling appointments, arranging for admission to the hospital and laboratory services, and checking supplies. A medical administrative assistant may also be required to perform certain clinical tasks including: documenting vital signs (e.g. blood pressures, pulse, respirations, and temperature), performing simple lab tests, preparing patients for examination, arranging equipment and instruments before an exam, assisting physicians during patient exams, explaining treatment, medications, diet schedules, and procedures to the patient.

Medical Office Assistants – Employment & Education

Medical Office Assistants primarily work in doctor's offices, clinics, outpatient settings, hospitals, and other health care settings. The growth and the complexity of the US health care system have resulted in an increase in the need for qualified health administrators.

Students should have a high school diploma or a GED equivalent.

Medical Office Assistant Course

This 50-hour course prepares students to function effectively in many of the administrative and clerical positions in the health care industry. Administrative medical assistants, medical secretaries, medical records clerks, and health unit coordinators are all positions in demand. This course covers important background information on medical terminology, insurance billing and coding, medical ethics, customer service and legal aspects. This program is intended to provide students with a well rounded introduction to medical administration so that a student can gain the necessary skills required to either obtain or advance to a health care administration position.

This course is not intended for national certification preparation; however, students will gain a good foundation to pursue a career as a medical office assistant.

Medical Assistant/Administrative Detailed Course Information

- ◆ Explain the role of the medical administrative assistant
- ◆ History of medicine, medicine and the law, medical malpractice, medical ethics and medical practice specialties
- ◆ Marketing techniques for the medical office
- ◆ Communication techniques, appointment scheduling, general office duties
- ◆ Medical records management, problem oriented medical records, confidentiality of the medical record, initiating a medical record for a new client, filing reports in the medical record
- ◆ Personnel management and communication
- ◆ Fraud abuse and compliance
- ◆ Documentation and risk assessment
- ◆ Responsibilities of the office manager
- ◆ The business side of medicine
- ◆ Abbreviations and symbols used in the medical office
- ◆ Introduction to medical accounting, financial statements, cost analysis and budgets for the medical practice
- ◆ HIPAA review
- ◆ Patient Bill of Rights and confidentiality
- ◆ Care and handling of the medical records
- ◆ Health insurance coverage, coding procedures
- ◆ Professional fees, billing and collecting procedures, accounting systems, credit arrangements
- ◆ Specialty office responsibilities, editorial duties, conference scheduling, meeting and traveling expenses
- ◆ Office policy and procedure manual, ordering supplies and equipment, orienting, hiring and firing new staff
- ◆ Specimen collection, laboratory safety, federal and state regulations, medical emergencies
- ◆ A non-clinical/hand out review of the following practices including: taking and documentation of vital signs, infection control and sterilization techniques, dressing and bandages, laboratory safety and practices, assisting with the physical exam, basics of medical instruments, and others

