Medical Terminology for Health Professions	Cengage	2012

Basis of Grades

Quizzes and Exams are considered PASS/FAIL, with a minimum passing score of 80% for all Quizzes and 80% for all Final Exams. Each may be re-taken until a satisfactory score is achieved. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, re-focus efforts on these areas, and then re-assess for mastery of content

MEDICAL FRONT OFFICE ASSISTANT

The Medical Front Office Assistant program is designed to equip you with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administrative Assistant (CMAA) certification.

Attaining the Certified Medical Administrative Assistant national certification proves that you have the expertise to perform routine administrative tasks to help keep the physician's offices and clinics running efficiently.

This 11-week online certification program provides comprehensive training in areas including Medical Office Procedures and Administration, Human Anatomy, Physiology, and Medical Terminology, and Medical Office Computer Applications. Upon completion of the program, you will be skilled in areas of Medical Office Administration, Medical Front Office Assistant, Medical Office Specialist, Medical Receptionist, Front Desk Representative, Health and Medical Administrative Services, Patient Centered Care Coordinator and prepared for the Certified Medical Administrative Assistant (CMAA) healthcare certification, increasing your marketability in the field and allowing for greater flexibility in your career path.

Medical administrative assistants may work at physicians' offices, hospitals, outpatient care centers, insurance companies and an assortment of other facilities. They provide administrative support to medical staff such as medical coders, medical transcriptionists and billing clerks

• Students are required to pass a certification exam to complete the program Admission Requirements:
▪ Must be at least 17 years of age with parent consent or 18 years or older.
▪ Must present a valid picture ID and an original social security card.

▪ Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions requirements section of this catalog. The following academic scores are required: Reading-7th grade level, Math- 7th grade level, and Language- 7th grade level. The school will accept scores from the following tests for specific subjects:
o Tests of Adult Basic Education (TABE) scores are acceptable for reading, math and language.
▪ Pass a criminal background check and drug screening at no cost to the student.
▪ Type a speed of 35 wpm and pass a typing assessment with a 50% or above. (Typing assessment provided through Typing Tutor https://www.typing.com and administered by North Texas Institute for Career Development.)
▪ Successfully complete the 5 Keys to Excellence course within the allotted time, and prior to starting your online class.

MEDICAL FRONT OFFICE ASSISTANT	Lecture Hours	Lab Hours/Simulator	Total Hours
Becoming on Administrative Medical Assistant	10	2	12
Managing Stress and Improving Communication	10	2	12
Law, Ethics and Healthcare	10	2	12
Improving Your Medical Office	5	1	6
Computers in the Ambulatory	10	2	12
Telecommunications and Patient Scheduling	10	2	12
Abstracting information from Medical Documents	10	2	12
Midterm			
Medical Terminology: Word Part, Plurals, Abbreviations	10	2	12
Managing Medical Records	10	2	12
Written Communication	5	1	6
Working with Medical Documents	10	2	12
Medical Billing and Coding: An Overview	20	4	24
Daily Financial Practices	10	2	12
The Administrative Medical Assistant as Office Manager	10	2	12
Final Exam			
Total Program Hours	**140**	**28**	**168**

Synopsis/Summary of Subjects and Hours

Hours are expressed in W/X/Y format. W = clock lecture hours, X = clock lab hours Y = total hours

Becoming an Administrative Medical Assistant 10/2/12
Becoming an Administrative Medical Assistant – Introduction to the qualities and job duties typically assigned to a medical administrative assistant, as well as the significance and responsibilities associated with a certification in this field. Students learn ambulatory healthcare settings, and their scope of practice in tandem with the overall healthcare team.
Prerequisite: None

Managing Stress and Improving Communication 10/2/12
Managing Stress and Improving Communication – Covers best practices in managing stress and burnout. This section also trains students on the different types of communication, as well as barriers to effective communication. Students also learn about the stages of grief and patient interview techniques.
Prerequisite: Becoming an Administrative Medical Assistant

Law, Ethics and Healthcare 10/2/12
Law, Ethics and Healthcare - Master an understanding of ethical guidelines for healthcare providers and learn about a diverse range of health insurance coverage options and how eligibility affects different people. Learning objectives in this section include an understanding of Health Insurance Portability and Accountability Act (HIPAA), Americans with Disabilities Act (ADA), Occupational Safety and Health Administration (OSHA), informed consent, advance directives, ethical guidelines for healthcare providers, and medical identity theft.
Prerequisite: Managing Stress and Improving Communication

Improving Your Medical Office 5/1/6
Improving Your Medical Office - Discuss the practicalities of opening and closing a medical facility and the responsibilities that come with the role. Understand various safety issues that a medical assistant may face, and best practices in the medical office and reception area.
Prerequisite: Law, Ethics and Healthcare

Computers in the Ambulatory Care Setting 10/2/12
Computers in the Ambulatory Care Setting - Covers the role of computers in the Medical Office and how they relate to patient care and scheduling. This includes Electronic Medical Record (EMR), Electronic Health Record (EHR), cloud computing, Mobile Health (mHealth), and safeguarding Protected Health Information (PHI).
Prerequisite: Improving Your Medical Office

Telecommunications and Patient Scheduling 10/2/12
Telecommunications and Patient Scheduling - Covers the role of telecommunications such as telephone techniques, faxing and emails, and how they relate to patient care and scheduling. This includes the patient portal, patient scheduling methods, cancellations and no-shows, and dealing with irate patients.
Prerequisite: Computers in the Ambulatory Care Setting

Medical Terminology: Word Parts, Plurals, Abbreviations 10/2/12

Medical Terminology: Word Parts, Plurals, Abbreviations - Develops the fundamental knowledge of how to communicate using medical terminology, and how to use this vocabulary when it comes to managing medical records. This section covers the importance of medical terminology, understanding Word Parts (Roots, Prefixes, Suffixes), abbreviations and acronyms in medical records, and a review of plural endings.

Prerequisite: Telecommunications and Patient Scheduling

Managing Medical Records 10/2/12

Managing Medical Records – introduces the purposes and categories of medical record and identifies electronic, paper and hybrid medical records. This section defines and discusses best practices for flow Sheets, SOAP Notes, filing paper records, Release of Information (ROI), and Personal Health Records (PHR).
Prerequisite: Medical Terminology: Word Parts, Plurals, Abbreviations

Written Communication 5/1/6

Written Communication - Covers and reviews the correct composition of a business letter, meeting agenda, business email, medical document, and medical billing file. Also understand the importance of proofreading in medical communication on and off-line.
Prerequisite: Managing Medical Records

Working with Medical Documents 10/2/12

Working with Medical Documents – Reintroduces the purposes and types of medical record. Understand electronic signatures and the role of medical transcriptionist/medical scribe.
Prerequisite: Written Communication

Medical Billing and Coding: An Overview 20/4/24

Medical Billing and Coding: An Overview – Introduction to health insurance terms, private and government-sponsored insurers, and code sets (ICD-10-CM/PCS, CPT, and HCPCS Level II). Claim forms (CMS-1500 and UB-04) are also discussed along with electronic claims, pre-authorizations, medical necessity, Explanation of Benefits (EOBs), Fair Debt Collection Practices Act, and Advance Beneficiary Notice (ABN).
Prerequisite: Working with Medical Documents

Daily Financial Practices 10/2/12

Daily Financial Practices - Teaches the ins and outs of daily financial practices within a medical setting. Master dealing with insurance claims and payments, including accounts receivable, accounts payable, provider fees, improving patient payments, claims denial strategies, practice management software, managing patient accounts, and office petty cash.
Prerequisite: Medical Billing and Coding: An Overview

The Administrative Medical Assistant as Office Manager 10/2/12
The Administrative Medical Assistant as Office Manager – Master understanding of job duties and office managerial tasks including your office's policy & procedure manual, staff meetings, physician credentialing, and Clinical Documentation Improvement (CDI). Students will have the opportunity to navigate practice websites.   Prerequisite: Daily Financial Practices

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IT TRAINING
COMP TIA A+ CERTIFICATION TRAINING

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Course Description

This course will prepare students for CompTIA A+ certification. You can earn this certification after passing two essential exams. The CompTIA A+ Certification Exam 220-901, covers the foundational hardware knowledge a PC support technician should know. The CompTIA A+ Certification Exam 220-902 covers the operating system, virtualization, mobile device management and hardware troubleshooting skills.

CompTIA A+ Certification is vendor neutral and internationally recognized, giving professionals a competitive advantage no matter what country you're working in and what hardware you're working with. This course offers enrollment with vouchers. The vouchers are prepaid access to sit for the certifying CompTIA certification exams (CompTIA Core 1 220-1001) and Core 2 220-1002) upon completion of the course and eligibility.

This 16-week program is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high-speed internet connection, and have access to an Online Mentor, who provides ongoing support throughout the program. This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined to pace the program effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

• Students are required to pass a certification exam to complete the seminar

Admission Requirements:

▪ Must be at least 18 years of age.
▪ Must present a valid picture ID and an original social security card.
▪ Must possess a high school diploma/GED or meet the Ability-to-Benefit requirements set forth in the admissions requirements section of this catalog. The following academic scores are required: Reading- 7th grade level, Math- 7th grade level, and Language- 7th grade level. The school will accept scores from the following tests for specific subjects: