![Blackstone Career Institute logo](1890 Blackstone CAREER INSTITUTE)

Medical Office Assistant

The Medical Office Assistant program prepares students for entry-level employment as a medical office assistant. It discusses the fundamentals of medical terminology, the duties of the medical office assistant, the role of the medical office assistant in providing patient care, professional development and medical ethics, English usage, and finding a job in healthcare.

The Medical Office Assistant program prepares students for entry-level employment as a Medical Office Assistant

There are no due-dates for any of your coursework and you have up to 18 months to complete your program.

To contact your Instructor Kimberly, please email instructor@blackstone.edu. Any general questions, please email info@blackstone.edu.

Your course is broken down into units. Students who pay in full for their program have access to all course materials. Students who enroll under a monthly payment plan have access to a new unit every month upon making their monthly payment.

The program is broken down into 18 study units. All course material is included in your tuition.

Our graduates are eligible upon completion of their Medical Office Assistant course to sit for national certification through these organizations.

National Center for Competency Testing

Graduates of Blackstone Career Institute's Medical Office Assistant training program are qualified to sit for the National Certified Medical Office Assistant (NCMOA) exam administered by the National Center for Competency Testing (NCCT). Certification provides further assurance of skills and knowledge to employers.

DEAC
DISTANCE EDUCATION ACCREDITING COMMISSION

Our online Medical Office Assistant Program is Nationally and Regionally Accredited through the DEAC and MSA.

It is important to check with the state licensing board or similiar regulatory body in the state you plan to work in.

What you receive with your program

Your program consists of eighteen units, including the following commercial e-books and electronic resources, to assist you step-by-step through the program.
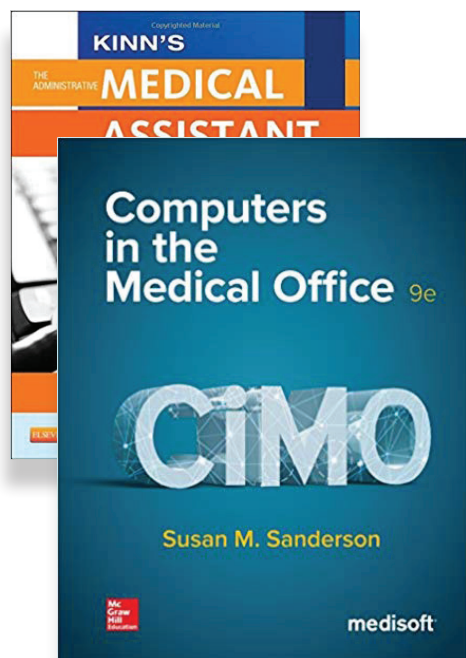
Kinn's The Administrative Medical Assistant

Kinn's The Administrative Medical Assistant is the most comprehensive text available for medical office assistant training. This e-book edition provides current, reliable content in an engaging format, offering unparalleled coverage of the practical,real-world administrative skills needed in any healthcare environment. An activation code will be e-mailed to you when you reach Unit 9. Textbook: Kinn's The Administrative Medical Assistant, by Alexandra P. Young. ISBN: 9780323221030.

Computers in the Medical Office (CiMO)

The e-book Computers in the Medical Office provides a hands-on approach to learning one of the most popular medical office billing and practice management software packages available. The ebook comes with online access to a MediSoft V19 simulated practice program so that you can practice your skills using the same software used on the job. An activation code will be e-mailed to you when you reach Unit 14. Textbook: Computers in The the Medical Office, by Susan Sanderson. ISBN: 9780073402130.

What you receive with your program

Your program consists of eighteen units, including the following commercial e-books and electronic resources, to assist you step-by-step through the program.

Stedman's Medical Dictionary for the Health Professions and Nursing

This online reference is yours for a full year! You will have access to more than 56,000 terms and definitions, more than 42,000 audio pronunciations, anatomical videos, and over 5,600 images.

Program Goals & Objectives

- Identify common learning strategies
- Describe how computers, internet and electronic communication impact the workplace today
- Identify common word elements in medical terms
- Identify common medical terms related to the organization of the body and the various body systems
- Analyze medical terms to determine their meaning
- Demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- Evaluate written communications to identify problems and suggest solutions
- Describe the duties of a medical office assistant
- Demonstrate the correct way to schedule appointments, interact with patients over the telephone, interact with patients in the reception area, register patients, file documents and records, and process mail in the medical office
- Identify common health insurance systems used in the medical office
- Differentiate between a healthcare record and a medical report
- Describe the medical office assistant's role in managing prescriptions and prescription drugs
- Compose effective resumes and cover-letters
- Consider ways to proactively search for work as a medical office assistant

Blackstone's Skills for Success Unit 1

In this lesson, you will discover how you learn as well as your learning style. You will understand how you learn best by reading about intrinsic versus extrinsic motivation, field dependence and independence, self-efficacy and self determination. Visual, auditory, and kinesthetic learners will be discussed along with the differences between them. You will also receive some tips regarding your study space, the best time to work, and goal setting. Also, basic keyboarding skills will be introduced. Learning strategies, along with note-taking and memory tricks, are also an important part of this lesson. **You will receive access to the Blackstone Typing Tutor.**

Introduction to Computers, Keyboarding and Office Technology Unit 2

Lesson 2 covers how computers are used in the office today, the different types of computers, and the parts of a computer system. In this lesson you will also learn about the Internet, URLs, search engines, and e-mail. Office technology will be discussed, including office networks, different types of servers, PDAs, scanners, digital cameras, and wireless communication.

Anatomy and Medical Terminology 1: An Introduction

Unit 3

This lesson begins your study of medical terminology. The lesson explains how medical terms are constructed and analyzed to determine meaning; the parts of medical terms, including roots, prefixes, and suffixes; the function of combining vowels; and how terms are pluralized. The lesson also introduces the basic organization of the human body and discusses the body cavities, planes of the body, and directional terms. **You will receive access to the e-book: Stedman's Medical Dictionary for the Health Professions and Nursing Online.**

Anatomy and Medical Terminology 2

Unit 4

In this lesson, you will study four of the body systems—skeletal, muscular, integumentary (skin), and respiratory—and the relevant medical terms and abbreviations, as well as common injuries and diseases.

English Usage and Written Communication   Unit 5

In this lesson, you will gain knowledge about the English language and written communication. This information is important to the successful allied health professional. Begin with parts of speech, then review parts of a sentence, pronouns, verbs and finally sentence types and punctuation. This lesson is a great grammar tutorial or refresher. You will also learn about writing in active versus passive voice, paragraph formation, and topic sentences; and you gain some valuable tips for business communication.

Time and Stress Management   Unit 6

This lesson discusses how to minimize stress and maximize productivity in your personal and professional life by analyzing your values, habits, and daily interruptions. Multiple worksheets and exercises are included, as well as valuable tips for prioritizing and setting goals.

Anatomy and Medical Terminology 3
Unit 7

This lesson covers the anatomy and physiology of the cardiovascular, urinary, digestive, and nervous systems, including the relevant medical terms as well as common diseases, tests and procedures, and terminology abbreviations.

Anatomy and Medical Terminology 4
Unit 8

This final anatomy and medical terminology lesson completes the study of the body, covering the endocrine and sensory (eyes and ears) systems; the blood, lymphatic and immune systems; and the male and female reproductive systems. The lesson discusses diseases associated with these body systems and also lists common abbreviations for terms related to these systems.

Administrative Medical Assisting 1

Unit 9

This lesson will introduce you to the administrative medical assisting profession. You will read about professional behavior in the workplace, how to make a good first impression, and dealing with conflict. You will learn about the history of ethics in medicine and making ethical decisions. This lesson also discusses medical professional liability, negligence and physician licensure. **You will receive access to the e-book: Kinn's The Administrative Medical Assistant.**

Administrative Medical Assisting 2

Unit 10

This lesson introduces health-system and retail pharmacies, their organization, and the roles that pharmacy technicians play in each. You will learn about technology in the pharmacy, collecting insurance information and how patient confidentiality applies to electronic data. Inventory management is discussed, including ordering, receiving and returns. Medication compounding, flavoring, and quality assurance are covered. This lesson also explores sterilization, aseptic techniques, equipment and supplies, sterile products and routes of administration.

Professional Development and Medicolegal Ethics

Unit 11

In Lesson 11, you will read about professional development and medicolegal ethics. Attitude, self esteem, professional attire, and grooming are all topics presented in this lesson. Also, business etiquette; verbal and nonverbal communication; proper introductions; and continuing education will be discussed. You will read about ethics in healthcare, codes of ethics, and the purpose of healthcare records. Important information about making corrections, timeliness, and confidentiality is explored in this lesson. This lesson also presents the HIPAA guidelines, discussing the Privacy and Security Rules, Protected Health Information, access control, deidentified information, and work area security.

Administrative Medical Assisting 3

Unit 12

This lesson discusses billing and coding procedures. You will learn about the basics of diagnostic and procedural coding. The types of health insurance and benefits are explained, as well as the processes for verifying insurance benefits, precertification, and preauthorization. The CMS-1500 Health Insurance Claim Form is presented, including data gathering guidelines and how to prevent claim rejection and check a claim status. Professional fees, billing and collection techniques are also covered.

Administrative Medical Assisting 4

This lesson covers financial practice management, assisting with medical emergencies, and career development. An overview of banking services and procedures, accounts payable and receivable, medical practice management, and marketing strategies are discussed. Common office emergencies are explained, as well as general rules for emergencies and tips for making the facility accident-proof. You will also explore job search techniques.

Medical Office Practice 1

This lesson prepares students to start using MediSoft by introducing medical informatics, or the use of computers and computer information technology in healthcare. The Windows environment is covered, since it is important to be familiar with Windows terminology to fully utilize MediSoft. You will learn about the various uses of MediSoft, the MediSoft and Office Hours toolbars, and scheduling appointments using the Appointment Book. Access to online simulation exercises with MediSoft is included so you can practice navigating and using the program. **You will receive access to the e-book: Computers in the Medical Office.**

Medical Office Practice 2

In this lesson you will learn how to enter, edit and save patient files and cases, as well as print reports on patient and case information. This lesson describes how to enter, edit and apply payments and charges, create and print claims, check the status of claims, and print a Deposit List report. You will also discover the process of submitting electronic claims, the information needed for an electronic claim, and the differences between paper and electronic claims.

Medical Office Practice 3

This lesson is composed entirely of a series of online exercises and Medisoft simulations designed to increase familiarity and skill with the program.

Creating an Effective Workplace Enviornment

Unit 17

Lesson 17 provides an overview of successful workplace strategies, including how the various roles in the office can function together and how to use feedback, goals and incentives for increasing productivity. This lesson will introduce you to the fundamentals of effective communication, including maximizing your speaking and listening skills and proper use of body language to communicate messages. You will also learn about the benefits of working in a culturally diverse environment, and how to overcome barriers caused by diversity. Finally, this lesson will explore team building strategies.

How to Find a Job in Healthcare

Unit 18

Lesson 18 focuses on finding a job in the healthcare field. Learn about job search correspondence such as writing resumes and cover letters, and how to conduct a job search including networking, online searches, and proactive job search techniques. You will learn how to prepare for an interview, including what to wear, what to expect, common questions that you might be asked, questions that you should ask, and how to follow up after an interview.