

# MEDICAL OFFICE ASSISTANT PROGRAM OUTLINE



# PROGRAM OVERVIEW

**The Medical Office Assistant Program prepares the student for entry-level employment as a medical office assistant in a medical office, clinic, or hospital. It presents 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.**



**Obtaining certification builds credibility, showcases skills, and demonstrates career commitment to the health care profession. Blackstone's Medical Office Assistant Program's aligned curriculum prepares students for Certified Medical Administrative Assistant (CMAA) exam offered through the National Healthcareer Association (NHA®),**

# PROGRAM OUTLINE

**Unit 1 | Blackstone's Skills for Success**

**Unit 2 | Introduction to Computers, the Internet and Electronic Communication**

**Unit 3 | Anatomy and Medical Terminology 1: An Introduction**

**Unit 4 | Anatomy and Medical Terminology 2**

**Unit 5 | English Usage and Written Communication**

**Unit 6 | Time and Stress Management**

**Unit 7 | Anatomy and Medical Terminology 3**

**Unit 8 | Anatomy and Medical Terminology 4**

**Unit 9 | Administrative Medical Assisting 1**

**Unit 10 | Administrative Medical Assisting 2**

**Unit 11 | Professional Development and Medicolegal Ethics**

**Unit 12 | Administrative Medical Assisting 3**

**Unit 13 | Administrative Medical Assisting 4**

**Unit 14 | Medical Office Practice 1**

**Unit 15 | Medical Office Practice 2**

**Unit 16 | Medical Office Practice 3**

**Unit 17 | Creating an Effective Workplace Environment**

**Unit 18 | How to Find a Job in Healthcare**

# 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, the Internet, and Electronic Communication

## 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 forms; and how terms are pluralized. The lesson also introduces body structure, and terminology relating to diseases and treatment. Finally, you will begin your study of body systems with the integumentary system.

# Anatomy and Medical Terminology 2

## UNIT 4

In this lesson, you will continue your study of the body systems, including the skeletal, muscular, and nervous systems. Terminology relating to behavior disorders is also covered in this lesson. The lesson introduces human body structure, including cells, tissues, organs, and organ systems. In the last section of this lesson, you begin learning about the sensory system including anatomy and terminology relating to the ears and eyes.

# 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 endocrine, cardiovascular, lymphatic, blood and immunity, and respiratory systems, including the relevant medical terms and 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 digestive and urinary systems; and the male and female reproductive systems. This lesson discusses diseases associated with these body systems and lists common abbreviations for terms related to these systems.

# Administrative Medical Assisting 1

## UNIT 9



This lesson introduces you to the administrative medical assisting profession. You will learn about professional behavior in the workplace, how to make a good first impression, and dealing with conflict. A brief overview of anatomy and medical terminology is provided. The final portion of this lesson includes a discussion of patient coaching and supporting patients between visits. You will receive access to the e-book: *Kinn's The Administrative Medical Assistant*.

# Administrative Medical Assisting 2

## UNIT 10

This lesson details the basic administrative skills and tasks relevant to the medical office assistant including the use of technology, communication, appointment scheduling, and patient records.



# 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 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, including 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. Professional fees, billing and collection techniques are also covered.

# Administrative Medical Assisting 4

## UNIT 13



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

## UNIT 14

Beginning in this lesson, you will access the National Healthcareer Association's (NHA) MA Skillsbuilder™ : Administrative platform to learn and practice the daily skills necessary to work as a medical office assistant. This lesson begins with the importance of phone communications in a healthcare setting. You will then cover patient registration and appointment scheduling. Along with the lesson readings, you will use the interactive elements of the platform such as video tutorials, case studies, and the demonstration of various tasks.

# Medical Office Practice 2

## UNIT 15



This lesson, using the MA Skillsbuilder platform, covers the collection of accurate patient demographics and insurance information, as well as posting payments and collecting copayments. The next section of this lesson provides a basic overview of medical coding, and the medical office assistant's role to ensure accurate coding of the visit.

# Medical Office Practice 3

## UNIT 16

The final lesson in Medical Office Practice discusses medical billing and how to send a "clean claim" to a third-party payer. The last section of this lesson discusses how medical office assistants can provide a positive experience to the patient before they leave the office.

# Creating an Effective Workplace Environment

## UNIT 17



Lesson 17 provides an overview of successful workplace strategies, including how the various roles in an 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.

# PROGRAM OUTCOMES

Define and explain different learning styles and learning strategies

Identify the parts of a computer and explain how technology is used in the office

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

Identify the parts of speech, the parts of sentences, and sentence type

Demonstrate correct English usage by choosing the correct part of speech in a sentence

Evaluate written communications to identify problems and suggest solutions

# PROGRAM OUTCOMES

Describe the duties of a medical office assistant

Identify 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

Explain the difference between a healthcare record and a medical report

Describe the medical office assistant's role in managing prescriptions and prescription drugs

Evaluate resumes and cover letters to identify problems and offer solutions

Consider ways to proactively search for work as a healthcare professional



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