



Medical Administrative Assistant

PROGRAM OUTLINE

PROGRAM GOAL AND OUTCOMES

Program Goal

To prepare students for a career as an entry-level medical administrative assistant, to provide basic knowledge in office procedures, medical terminology, anatomy, and physiology, and to help students develop written and oral communication skills that they can apply to electronic medical records.

| Program Outcomes | Courses | Evidence of Learning |
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| Identify the procedures for patient record retrieval and reimbursement | ALH029: Medical Billing and Health Insurance | Multiple-choice lesson exams |
| | HIT130: Electronic Medical Records | Multiple-choice lesson exams, graded project |
| Explain the role of a medical administrative assistant | HIT100: Introduction to Allied Health | Multiple-choice lesson exams |
| | ALH029: Medical Billing and Health Insurance | Multiple-choice lesson exams |
| | HIT130: Electronic Medical Records | Multiple-choice lesson exams, graded project |
| Apply computer and information literacy skills using electronic health records software | HIT130: Electronic Medical Records | Multiple-choice lesson exams, graded project |
| | BUS090: Medical Office Procedures | Multiple-choice lesson exam |
| Recognize laws and issues related to ethics and confidentiality | ALH028: Law, Ethics, and Confidentiality | Multiple-choice lesson exams |
| Calculate solutions to mathematical problems related to reimbursement and medical mathematics | BUS090: Medical Office Procedures | Multiple-choice lesson exams |
| Identify terms and pathological processes related to the various body systems | ALH016: Body Systems and Medical Terminology 1 | Multiple-choice lesson exams |
| | ALH017: Body Systems and Medical Terminology 2 | Multiple-choice lesson exams |
| | ALH021: Pathology and Pharmacology | Multiple-choice lesson exams |

PROGRAM STRUCTURE

HIT100: Introduction to Allied Health

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| Lesson 1 | Starting Your Program |
| Lesson 2 | Introduction to Allied Health |

ALH028: Law, Ethics, and Confidentiality in Allied Health

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| Lesson 3 | Law in Allied Health |
| Lesson 4 | Ethics in Allied Health |
| Lesson 5 | Confidentiality in Allied Health |

ALH029: Medical Billing and Health Insurance

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| Lesson 6 | Reimbursement Methodologies |
| Lesson 7 | Comprehensive Health Insurance |

BUS090: Medical Office Procedures

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| Lesson 8 | Basic Math in Allied Health |
| Lesson 9 | Basic Grammar in Allied Health |
| Lesson 10 | Professional Communications |
| Lesson 11 | Basic Word and Excel |

ALH016: Body Systems and Medical Terminology 1

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| Lesson 12 | Introduction to Medical Terminology |
| Lesson 13 | Cardiovascular and Hematologic Systems |
| Lesson 14 | Respiratory and Endocrine Systems |
| Lesson 15 | Gastrointestinal, Urinary, and Reproductive Systems |

ALH017: Body Systems and Medical Terminology 2

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| Lesson 16 | Integumentary and Musculoskeletal Systems |
| Lesson 17 | Sensory Organs and Nervous System |
| Lesson 18 | Immune System, HIV, and Cancer |

ALH021: Pathology and Pharmacology

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| Lesson 19 | Introduction to Pharmacology |
| Lesson 20 | Pharmacology |
| Lesson 21 | Introduction to Pathology |
| Lesson 22 | Pathology |

HIT130: Electronic Medical Records

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| Lesson 23 | Electronic Health Records and Security |
| Lesson 24 | Administrative and Clinical Use of the EHR |
| Lesson 25 | Reimbursement and Personal Health Records |
| Lesson 26 | HIT130 Final Examination |
| Lesson 27 | Electronic Medical Records Graded Project |
| Textbook and Simulation | <i>The Electronic Health Record for the Physician's Office with SimChart for the Medical Office</i> |

COURSE DESCRIPTIONS AND OBJECTIVES

HIT100: Introduction to Allied Health

In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful. This course will also introduce you to healthcare, the healthcare industry in the United States, and the roles that healthcare workers play in that industry.

By the end of this course, you'll be able to do the following:

- Identify skills needed to be a confident and independent online learner
- Describe the United States healthcare industry and the professional roles within it

ALH028: Law, Ethics, and Confidentiality in Allied Health

In this course, you'll learn how law affects healthcare practitioners, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

By the end of this course, you'll be able to do the following:

- Interpret civil and criminal laws related to healthcare
- Assess ethical issues healthcare professionals face today
- Analyze confidentiality laws and regulations

ALH029: Medical Billing and Health Insurance

This course introduces the reimbursement process and the various methodologies involved, such as fee-for-service and episode-of-care methodologies. The course also covers important information regarding payment systems, fee schedules, chargemasters, coding, and the internal audit process. Finally, the course explains the fundamentals and types of health insurance and provides test preparation for the certification exam.

By the end of this course, you'll be able to do the following:

- Discuss various reimbursement methodologies and payment systems
- Define health insurance

BUS090: Medical Office Procedures

This course is designed to help you develop professional relationships in the workplace and professionally administer and manage office communications and procedures. It also provides a review of basic math operations, along with a basic introduction to working with Word and Excel.

By the end of this course, you'll be able to do the following:

- Apply knowledge of basic arithmetic skills to complete math-related tasks in an office setting
- Identify how to create professional business correspondences
- Recognize effective communication techniques in an office setting
- Describe how to use Word and Excel to complete business-related tasks

ALH016: Body Systems and Medical Terminology 1

This course will familiarize you with various body systems including medical terms, structure, function, diseases, disorders, and treatments. You'll also learn drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders.

By the end of this course, you'll be able to do the following:

- Define medical terms and regions and structures of the body by analyzing medical terms
- Identify the anatomy, physiology, diseases, and treatments of the cardiovascular and hematologic systems
- Identify the anatomy, physiology, diseases, and treatments of the respiratory and endocrine systems
- Identify the anatomy, physiology, diseases, and treatments of the gastrointestinal, urinary, and reproductive systems

ALH017: Body Systems and Medical Terminology 2

This course is a continuation of Body Systems and Medical Terminology 1. You'll continue to learn about various body systems, drug delivery systems, drug administration routes, drug classifications, and commonly used medications for various organ system disorders. You'll also learn basic medication calculations, storage, how to assist patients with administration, and proper documentation.

By the end of this course, you'll be able to do the following:

- Identify the anatomy, physiology, and diseases and treatments of the integumentary and musculoskeletal systems
- Identify the anatomy, physiology, and diseases and treatments of the sensory and nervous systems
- Identify the anatomy, physiology, and diseases and treatments of the immune system
- Explain how the Six Rights of Drug Administration dictate proper drug administration and storage

ALH021: Pathology and Pharmacology

This course describes healthcare professionals who can identify the four subdivisions of pharmacology and different drug classifications, including vitamins and minerals. Pathology and Pharmacology will also prepare you to explain the causes of infectious disease and techniques used to stop its spread. Finally, you'll review the basic etiology of common diseases and conditions.

By the end of this course, you'll be able to do the following:

- Describe four subdivisions of pharmacology: pharmacodynamics, pharmacokinetics, pharmacotherapeutics, and toxicology
- Identify different drug classifications, including vitamins and minerals, which a patient may take for a variety of health conditions
- Explain causes of infection, disease, and techniques used to stop the spread of infectious disease
- Explain basic etiology of common diseases and conditions

HIT130: Electronic Medical Records

This course is designed to help you understand the reimbursement process and the various methodologies involved. You'll be introduced to billing cycles and how health information technology is used in medical offices, and learn about basic accounting transaction terminology and apply this information to enter patient charges and payments.

By the end of this course, you'll be able to do the following:

- Describe the contents of the Electronic Health Record, application of SimChart for the Medical Office, and security, privacy, and confidentiality associated with medical records
- Explain the administrative and clinical roles in the medical office and functions within the EHR that are utilized routinely in these roles
- Describe the billing and reimbursement process and the use of both patient portals and personal health records in continuity of patient care
- Complete simulated health records in SimCharts

Note: The titles of your learning materials may be different from those listed on your program outline. There is no need to call your instructor about these differences. While the titles of certain learning materials may differ, the educational content is the same. All learning materials are designed to give you the finest education in your field. If you need instructional assistance, however, be sure to call for help. We reserve the right to revise the program of study and the instructional materials and to substitute for the items of equipment offered.