



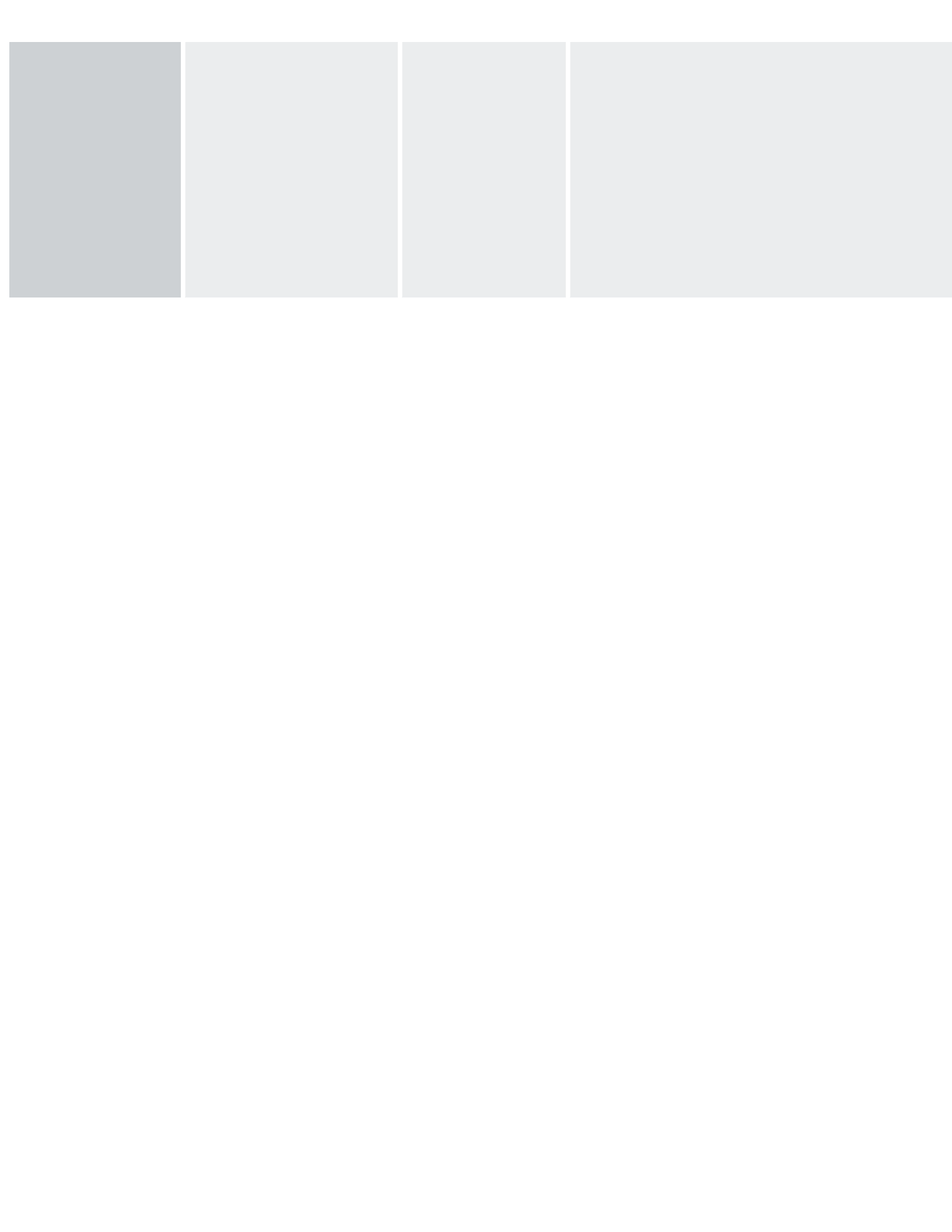
ADMINISTRATIVE MEDICAL ASSISTANT

curriculum

The Administrative medical assistant program is designed to provide the student the knowledge and skills required for entry-level work performing the administrative functions of a medical assistant. Students learn how to schedule patient appointments, maintain patient records, perform billing and coding duties, assist physicians with examinations, prepare patients for laboratory and diagnostic imaging procedures.

Graduates are eligible to sit for the Administrative Medical Assistant (AMA) exam administered by the National Health Career Association (NHA)

Parts	Modules	Clinical Lab Skills	Takeaways
Part 1 Introduction to Medical Assisting	<ul style="list-style-type: none"> The Professional Medical Assistant and the Healthcare Team Therapeutic Communication Legal Principles Healthcare Ethics Introduction to Anatomy and Medical Terminology Patient Coaching 	<ul style="list-style-type: none"> Patient Coaching Healthcare Team Non-verbal communication Law Ethics 	<ul style="list-style-type: none"> List typical responsibilities of a medical assistant and describe the role of the medical assistant as a patient navigator Integrate effective study skills into your daily activities, design test-taking strategies that help you take charge of your success and incorporate critical thinking skills and reflection to help you make mental connections as you learn material. Identify types of nonverbal communication. Compare criminal and civil law as they apply to the practicing assistant. Explain the standards of the Health Insurance Portability and Accountability Act (HIPAA) and discuss HIPAA-related terminology (including covered entities, protected health information) List and describe the four ethical principles in healthcare. Use the rules given to build and spell healthcare terms Discuss the acid-base balance in the human body Describe the medical assistant's role as a coach
Part 2 Fundamentals of Ambulatory Care Administration	<ul style="list-style-type: none"> Technology Telephone Use in Medical Office Scheduling Appointments and Patient Processing Patient Records and the Electron Record Daily Operations and Safety Principles of Pharmacology 	<ul style="list-style-type: none"> Computer Lab Skills HIPAA EHR EMR Drugs 	<ul style="list-style-type: none"> Describe types of personal computers used in ambulatory care facilities Identify principles of ergonomics that apply to a computer workstation Discuss HIPAA's Security Rule safeguards and list examples of type of safeguard. Recognize elements of fundamental writing skills. Also, explain guidelines for using capitalization, numbers, and punctuation in communication. Identify and explain the features of a multiple-line telephone system; also explain how each can be used effectively in a healthcare facility. Also, discuss the use of cell phones. Discuss various types of common incoming calls and how to deal with each. Discuss the advantages of computerized appointment scheduling Distinguish between an electronic health record (EHR) and an electronic medical record (EMR) Discuss the two types of patient records Recognize the physical and emotional effects on persons involved in an emergency situation Describe the sources and uses of drugs. Discuss drug action, including the factors that influence drug action, the therapeutic effects of drugs, and adverse reactions to drugs.



<p>Part 3 Coding and Medical Billing</p>	<ul style="list-style-type: none"> • Health Insurance Essentials • Basics of Diagnostic Coding and Encoder Software • Procedural Coding • Filing and Submitting Claims 	<ul style="list-style-type: none"> • ICD-10-CM diagnostic code • <i>Procedural Terminology</i> (CPT) manual • CPT Coding 	<ul style="list-style-type: none"> • List and discuss various government health insurance plans • Summarize private health insurance plans. • Outline managed care requirements for patient referral, obtain a referral with documentation, and discuss utilization management • Describe the historical use of the International Classification of Disease (ICD) in the United States and describe how diagnostic coding is related to medical necessity. • Identify the structure and format of the <i>International Classification of Diseases, 10th Revision, Clinical Modification</i> (ICD-10) • Review the Official Coding Guidelines to assign the most accurate ICD-10-CM diagnostic code. • Describe how to use the most current diagnostic codes and perform diagnostic coding • Identify how encoder software can help the coder assign the most accurate diagnostic codes • Review medical coding ethical standards • List and describe the three code categories in the <i>Current Procedural Terminology</i> (CPT) manual. • Identify the required medical documentation for accurate procedural coding • Identify CPT coding guidelines for anesthesia procedures • Describe the medical billing process, identify the types of information contained in the patient's billing record, and interpret information on an insurance card
<p>Part 4 Advanced Ambulatory Care Administration</p>	<ul style="list-style-type: none"> • Patient Accounts, Bookkeeping, and Collection Procedures • Advanced Roles in Administration • Assisting with Medical Specialties 	<ul style="list-style-type: none"> • Bookkeeping • Accounts Receivable Procedures • Cash 	<ul style="list-style-type: none"> • Define bookkeeping and bookkeeping terms and discuss all the different transactions recorded in patient accounts • Perform accounts receivable procedures for patient accounts, including posting charges, payments, and adjustments. Also, discuss payment at the time of service and give an example of displaying sensitivity when requesting payment for services rendered • Identify precautions in accepting cash • Explain how to conduct a staff meeting with an agenda • Identify the information that should be included in a personnel policy manual • Explain the office manager's role in regulatory compliance •
<p>Parts 5 Assisting with Medical Specialties</p>	<ul style="list-style-type: none"> • Medical Emergencies • CPR • Emergency equipment and supplies • Diabetic emergencies • Cardiovascular emergencies 	<ul style="list-style-type: none"> • CPR • Emergency equipment • Supplies 	<ul style="list-style-type: none"> • Discuss emergencies in healthcare settings and possible roles each team member has during an emergency • Describe emergency equipment and supplies • Discuss diabetic emergencies and provide first aid for a patient in insulin shock • Discuss respiratory emergencies and provide first aid for a choking patient • Discuss cardiovascular emergencies and provide first aid for a patient with a bleeding wound, fracture, or syncope; a patient in shock; and a patient in need of rescue breathing or cardiopulmonary resuscitation (CPR).

Parts 6
Job Seeking: Skills and Strategies

- Skills and Strategies
- Interview Skills
- Create a resume and cover letter.
- Complete an online profile and job application.
- Describe how to create a career portfolio

- Practice interview skills during a mock interview.
- List legal and illegal interview questions.
- Create a thank-you note for an interview

- Describe personality traits important to employers.
- Discuss personality traits, technical skills, and transferable skills.
- Describe how to develop a career objective and identify personal needs.
- Explain job search methods.

Clinical Rotation Internship

- Certification Exam Preparation
- HESI Medical Assisting
- Medical Assistant Certification Exam preparation

- HESI Practice Text

- Medical Assistant Certification Exam preparation for:
 - I. American Association of Medical Assistants (AAMA)
 - II. American Medical Technologists (AMT)
 - III. Practice tests are formatted similarly to the NHA exam
 - IV. HESI Medical Assisting Practice Test

Administrative Rotation Internship

Administrative Medical Assistant Internship