

Medical Administrative Assistant

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Medical Administrative Assistants support physicians and nurses in maintaining patient's medical and financial records. An administrative assistant's tasks consist of keeping medical records, greeting patients, billing and clerical duties, scheduling appointments, arranging for admission to the hospital and laboratory services, and checking supplies. A medical administrative assistant may also be required to perform certain clinical tasks including: documenting vital signs (e.g. blood pressures, pulse, respirations, and temperature), performing simple lab tests, preparing patients for examination, arranging equipment and instruments before an exam, assisting physicians during patient exams, explaining treatment, medications, diet schedules, and procedures to the patient.

Medical Administrative Assistants – Employment & Education

Medical Administrative Assistants primarily work in doctor's offices, clinics, outpatient settings, hospitals, and other health care settings. The growth and the complexity of the U.S. health care system have resulted in a substantial increase in the need for qualified medical administrative assistants.

Educational Requirements*

Students should have a high school diploma or a GED equivalent.

Medical Administrative Assistant Program

This 50-hour course prepares students to function effectively in many of the administrative and clerical positions in the health care industry. Medical Administrative Assistants, Medical Secretary, and Medical Records Clerk, are all positions in great demand. This Program covers important background information on medical terminology, insurance billing and coding, medical ethics, customer service and legal aspects. This program is intended to provide students with a well-rounded introduction to medical administration so that a student can gain the necessary skills required to obtain a medical administrative assistant position in the health care field.

Medical Administrative Assistant Detailed Course Information

- ◆ Explain the role of the medical administrative assistant
- ◆ History of medicine, medicine and the law, medical malpractice, medical ethics, medical practice specialties
- ◆ communication techniques, appointment scheduling, general office duties
- ◆ medical records management, problem oriented medical record, confidentiality of the medical record, initiating a medical record for a new client, filing reports in the medical record
- ◆ medical practice management and communication
- ◆ fraud abuse and compliance
- ◆ documentation and risk assessment
- ◆ technology in the health care environment
- ◆ professional behavior in the workplace
- ◆ the business side of medicine
- ◆ abbreviations and symbols used in the medical office
- ◆ introduction to medical accounting, financial statements, cost analysis and budgets for the medical practice
- ◆ HIPAA review
- ◆ patient bill of rights and confidentiality
- ◆ care and handling of the medical records
- ◆ health insurance coverage, coding procedures
- ◆ professional fees, billing and collecting procedures, accounting systems, credit arrangements
- ◆ banking service and procedure
- ◆ assisting with medical emergencies
- ◆ specimen collection, laboratory safety, federal and state regulations
- ◆ a non-clinical / hand out review of the following practices including:
 - ◆ taking and documentation of vital signs
 - ◆ patient reception and scheduling
 - ◆ patient reception and processing
 - ◆ office environment and daily operations
 - ◆ written communication and mail processing
 - ◆ interpersonal skills and human behavior
 - ◆ the health insurance claim form
 - ◆ professional fees, billing and collecting
 - ◆ career development and life skills