

Program Title: **Medical Administration Support Specialist Level 1**

Program Duration: 12 Months / 1040 hours

Educational Credential: Certificate of Completion

Methods of Instruction: One-on-one instruction, classroom lecture, hands-on computer assisted, lab

Training Overview:

Medical administrative assistants are front office staff who greet and schedule patients and provide administrative support to medical staff to ensure medical offices run smoothly. ProTRAIN will deliver training in computer skills; medical terminology, customer service, as well as office skills in a classroom environment to assist the client in obtaining the needed skills to be a competitive applicant in an entry-level position in a medical office/clinic/hospital setting.

The Medical Administration portion of the program will cover Medical Terminology: Build a foundation of medical vocabulary, to help you better understand the contents of a patient's medical record, as well as notes from practicing physicians.

Training will be broken into classroom session covering computing with Microsoft Office, health information technology, anatomy, and medical terminology, along with a basic understanding of customer service, communication, and office skills needed for a career in medical office administration. Training will be held at ProTRAIN's computer lab and will be delivered in a combination of instructor-led and self-paced (instructor-assisted) training.

Training will last 12 months, Monday-Thursday, 5 hours per day/20 hours per week.

Total Program Cost: \$17,400

Course Topics

- **Computer Basics 101** – Instruction includes the basics of current operating systems, working with files and folders, applications, keyboarding, and common and advanced customization tasks. This course includes discussion around “cloud” computing and the functions that can be performed. Keyboarding will also be further developed during the remaining training sessions.
- **Microsoft Windows** – This course is designed for any worker, business professional or private individual who needs knowledge in operating systems and file management skills. Learners will explore its interface, identify the different components in the interface, customize the Windows desktop, manage files and folders, use the common tools and programs available and browse the Internet.
- **Microsoft Word – Beginning** - This course is intended for individuals who want to gain basic knowledge of working in Word.
- **Review – Computer Basics** – This course will review topics covered in earlier in the training plan to encourage and aid retention of skills taught.
- **Microsoft Excel – Beginning** - This course is intended for an individual with little or no experience using Microsoft Excel or any other spreadsheet program.

- **Microsoft PowerPoint – Beginning** – Students will learn how to create presentations, use themes and variants, add media and objects to a presentation, format text, share presentations, present a slide show online, and customize the interface.
- **Microsoft Access – Beginning** – Students will learn the basics of databases and then move on to tables, reports, queries, how to manage a database, and ways to customize the database interface.
- **Microsoft Outlook** – Students will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes. Students will also customize the Outlook environment, calendar, and mail messages, track, share, assign, and quickly locate various Outlook items. Students will learn how to use the favorites list, use search folders, managing mail with rules, creating, and using categories, managing junk mail, sharing the calendar, using meeting scheduling and mailbox features on Microsoft Exchange Server, creating signatures, managing Outlook data, using data management tools like Mailbox Cleanup and AutoArchive and working with Outlook profiles.
- **Microsoft Word – Intermediate** - Students will work with styles, sections, and columns, use the Navigation pane to work with outlines, will format tables, print labels and envelopes, work with graphics, use document templates, manage document revisions, and work with web features.
- **Microsoft Excel – Intermediate** - Students will learn how to use multiple worksheets and workbooks efficiently and start working with more advanced formatting options including styles, themes, and backgrounds. In addition, training includes instruction on working with tables and adding hyperlinks.
- **Review – Microsoft Office** – This course will review Microsoft Office topics covered in earlier in the training plan to encourage and aid retention of skills taught.
- **Medical Terminology – Part 1** - Students will learn about the body systems and the root words incorporated in medical terminology. Topics of basic anatomy and physiology are covered.
- **Math Fundamentals** - Students review the basics of mathematical computations: addition, subtraction, multiplication, division; working with fractions, percentages, and money.
- **CPR & First Aid** - Instruction includes correction actions when responding to bleeding, shock, burns and scalds, electric shock, head and spinal injuries, fractures, acute poisoning, environmental emergencies, medical emergencies. The basics of CPR, defibrillation (AEDs) and abdominal thrusts will also be covered in detail.
- **Office Management** - This program is a concise guide to effective office management. Topics include how to plan, organize, and establish controls for better results. Exercises and case studies cover leadership in the office, building performance measurement, coaching, and counseling skills, and more.
- **HIPAA** – This program provides an overall understanding of the Health Insurance Portability and Accountability Act (HIPAA), including the privacy and security rules, the HITECH Act, breach notification. Defining protected health information (PHI) and health providers' responsibility to protect information will also be covered as well as listing ways to secure PHI and procedures to follow if there is a security breach.

- **Ethics** - The purpose of an ethics training is to reinforce honesty and integrity as the foundation for all other business principles, to promote ethical work behavior, individual accountability, and responsibility, and to protect employees and the company from any accusation of wrongdoing.
- **Review - Medical Terminology**
- **Career Planning and Readiness Skills** - This portion of training will focus on preparing and polishing skills for the client returning to the workforce. This course will provide several topics to enable participants with an understanding of the impact of career planning, job searching, resume and cover letter writing, interview questions, and effective communication skills that can make it easier for them to succeed in the office and beyond.