



Testing Services & Adult and Continuing Education

Testing Services and Programs
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Education & Training Plan
Medical Administrative Assistant Certificate Program with Clinical Externship

Student Full Name: _____

Start Date: _____ End Date: _____

Program includes National Certification & a Clinical Externship Opportunity
Mentor Supported

Medical Administrative Assistant Certificate Program with Clinical Externship

Course Code: DESU-MA 08
Program Duration: 4 Months
Contact Hours: 375
Student Tuition: \$3,000

The Medical Administrative Assistant Profession

Medical administrative assistants primarily work in doctor's offices, clinics, outpatient settings, hospitals, and other healthcare settings. Medical administrative assistants, medical secretaries, and medical records clerks are all positions in great demand. The growth and the complexity of the U.S. healthcare system have resulted in a substantial increase in the need for qualified medical administrative assistants. Employment of a medical assistant is expected to grow an impressive 34% by 2028.

The Medical Administrative Assistant Program

This program covers information on the medical assisting profession, interpersonal skills, medical ethics and law, medical terminology, basics of insurance billing and coding, telephone techniques, scheduling appointments, medical records management, and management of practice finances. A great course for physician medical office professionals! This program prepares students to function effectively in many of the administrative and clerical positions in the healthcare industry. It provides students a well-rounded introduction to medical administration that delivers the skills students require to obtain an administrative medical assistant position or advance within their current healthcare career. This course covers the following key areas and topics:

- Interpersonal skills, medical ethics, and basic medical law
- Telephone techniques and skills for scheduling appointments
- Medical terminology
- Basics of insurance billing and coding
- Medical records management and management of practice finances

Education and Certifications

- Students should have or be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- Students who complete this program can pursue national certification:
 - **National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA)**

Medical Administrative Assistant Detailed Course Information:

- An overview of the healthcare industry and expectations for a healthcare professional
- Role of the medical administrative assistant
- History of medicine, medicine and the law, medical malpractice, medical ethics, and medical practice specialties
- Patient communication techniques, appointment scheduling and general office duties
- Basic terminology used in the medical office
- Medical records management, confidentiality of the medical record, initiating a medical record for a new client and filing reports in the medical record
- HIPAA review and patient bill of rights and confidentiality, ethics, and legal issues
- Financial practice management, health insurance & billing and coding procedures
- Professional fees, billing & collecting procedures, accounting systems
- Medical accounting, financial statements, cost analysis, budgets for the medical practice
- Specimen collection, laboratory safety and federal and state regulations
- Assisting with medical emergencies

National Certification

Students who complete the Delaware State University Medical Administrative Assistant program will be prepared to sit for the National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) exam. Although there is no state approval, state registration or other state requirements for this program, students who complete this Medical Administrative Assistant program at Delaware State University will be prepared and are eligible to sit for this national certification exam. Students who complete this program can and do sit for the NHA - CMAA national certification exam and are qualified, eligible, and prepared to do so. Delaware State University works with each student to complete the exam application and register the student to take their national certification exam.

Clinical Externship / Hands on Training / Practicum

Although not a requirement of this program, once students complete the Medical Administrative Assistant program they have the ability to participate in a clinical externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of a Medical Administrative Assistant. Students will be assisted with completing a resume and/or other requirements necessary to work in a hospital, physicians' practice, clinic and/or with other healthcare organizations. All students who complete this program are eligible to participate in an externship and will be placed in a healthcare organization near their location.

Delaware State University works with national healthcare organizations and can place students in clinical externship opportunities nationwide.

Delaware State University contact: If students have any questions regarding the MAA program including national certification and clinical externships, **they should call Testing Services & Adult and Continuing Education of Delaware State University at 302.857.6144 or via email at ace@desu.edu.**

Note: No refunds can be issued after the start date published in your Financial Award document.

About Delaware State University!

FIND YOUR SUCCESS TODAY

The Office of Testing Service & Adult and Continuing Education (TSP & ACE) offers life-long learning opportunities customized training, graduate prep sessions, non-credit programs (certificate and certifications), training workshops and seminars in a Face to Face and/or Online format.

ACE outreach efforts are statewide, available to the public, and are accomplished through special learning activities for corporate, international professional development and personal enrichment. Our youth enrichment programs are designed for participation year-round. All ACE programming is designed to adapt to changing technological and workforce development needs through careful assessment and strategic planning.

Our customized employee training and professional development programs/workshops are developed to fit your needs to provide job retention and build upon the success of your company.



Delaware State University and Pearson Education

The Delaware State University's Office of Testing Service & Adult and Continuing Education (TSP & ACE) eLearning programs were developed in partnership with Pearson Education to produce the highest quality, best-in-class content and delivery necessary to enhance the overall student learning experience, boost understanding and ensure retention. Pearson Education is the premier content and learning company in North America offering solutions to the higher education and career training divisions of colleges and universities across the country aimed at driving quality education programs to ensure student success. Please visit us at www.pearson.com.

About Pearson Education

Welcome to Pearson. We have a simple mission: to help people make more of their lives through learning. We are the world's leading learning company, with 40,000 employees in more than 80 countries helping people of all ages to make measurable progress in their lives. We provide a range of education products and services to institutions, governments and direct to individual learners, that help people everywhere aim higher and fulfill their true potential. Our commitment to them requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

Lesson Checklist

Each lesson includes a prescribed checklist of activities for successful completion of the lesson. This includes lesson objectives, readings, and recommended assignments. Although assignments are optional, the instructor will grade and provide feedback on submitted assignments.

Course Materials

- Kinn's The Administrative Medical Assistant,
- Kinn's The Administrative Medical Assistant Student Workbook

Module/Lesson Structure

The Medical Administrative Assistant program is divided into six main content modules. The textbook is *Kinn's The Administrative Medical Assistant, 7e*. Each module contains one or more lesson presentations to view. These lesson presentations are the "lectures" which, along with the textbook readings and resources, will help you learn the material. The lesson presentations aim to address a variety of learning styles and preferences using text, audio, video, etc. Each lesson contains at least one *Check Your Understanding* interactive self-assessment that will help you gauge your comprehension of that lesson's content. Many lessons include supplemental resources such as games, animations, videos, and interactive activities. Using these additional materials will deepen your understanding of the content. Each module has a Module test (the last Module concludes with a Final Exam for all students).

Course Overview

Module 1 – Introduction to Medical Assisting

- Lesson 1 – Becoming a Successful Student
 - Reading Assignment: Chapter 1 (pp.1-10)
- Lesson 2 – The Healthcare Industry
 - Reading Assignment: Chapter 2 (pp.11-29)
- Lesson 3 – The Medical Assisting Profession
 - Reading Assignment: Chapter 3 (pp.31-42)
- Lesson 4 – Professional Behavior in the Workplace
 - Reading Assignment: Chapter 4 (pp.43-51)
- Lesson 5 – Interpersonal Skills and Human Behavior
 - Reading Assignment: Chapter 5 (pp.53-73)
- Lesson 6 – Medicine and Ethics
 - Reading Assignment: Chapter 6 (pp.75-91)
- Lesson 7 – Medicine and the Law
 - Reading Assignment: Chapter 7 (pp.93-120)

Module 2 – Administrative Medical Assisting

- Lesson 8 – Computer Concepts
 - Reading Assignment: Chapter 8 (pp.121-134)
- Lesson 9 – Telephone Techniques
 - Reading Assignment: Chapter 9 (pp.135-153)
- Lesson 10 – Scheduling Appointments
 - Reading Assignment: Chapter 10 (pp.169-173)
- Lesson 11 – Patient Reception and Processing
 - Reading Assignment: Chapter 11 (pp.175-186)
- Lesson 12 – Office Environment and Daily Operations
 - Reading Assignment: Chapter 12 (pp.187-210)
- Lesson 13 – Written Communications and Mail Processing
 - Reading Assignments: Chapter 13 (pp.211-233)

Module 3 – Health Information in the Medical Office

- Lesson 14 – The Paper Medical Record
 - Reading Assignment: Chapter 14 (pp.235-261)
- Lesson 15 – The Electronic Medical Record
 - Reading Assignment: Chapter 15 (pp.263-273)
- Lesson 16 – Health Information Management
 - Reading Assignment: Chapter 16 (pp.275-285)
- Lesson 17 – Privacy in the Physician’s Office
 - Reading Assignment: Chapter 17 (pp.287-300)

Module 4 – Billing and Coding Procedures

- Lesson 18 – Basics of Diagnostic Coding
 - Reading Assignment: Chapter 18 (pp.301-323)
- Lesson 19 – Basics of Procedural Coding
 - Reading Assignment: Chapter 19 (pp.325-348)
- Lesson 20 – Basics of Health Insurance
 - Reading Assignment: Chapter 20 (pp.349-370)
- Lesson 21 – The Health Insurance Claim Form
 - Reading Assignment: Chapter 21 (pp.371-394)
- Lesson 22 – Professional Fees, Billing, and Collecting
 - Reading Assignment: Chapter 22 (pp.395-420)

Module 5 – Financial and Practice Management

- Lesson 23 – Banking Services and Procedures
 - Reading Assignment: Chapter 23 (pp.421-439)
- Lesson 24 – Financial and Practice Management
 - Reading Assignment: Chapter 24 (pp.441-452)
- Lesson 25 – Medical Practice Management and Human Resources
 - Reading Assignment: Chapter 25 (pp.453-479)
- Lesson 26 – Medical Practice Marketing and Customer Service
 - Reading Assignment: Chapter 26 (pp.481-492)

Module 6 – Assisting with Medical Emergencies and Career Development

- Lesson 27 – Emergency Preparedness and Assisting with Medical Emergencies
 - Reading Assignment: Chapter 27 (pp.493-525)
- Lesson 28 – Career Development and Life Skills
 - Reading Assignment: Chapter 28 (pp.527-553)

Note: This program can be completed in 4 months. However, students will have online access to this program for a 24-month period.

MICROSOFT OFFICE Module

- Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities
- Describe proper computer techniques for designing and producing various types of documents
- Demonstrate the common commands & techniques used in Windows desktop
- List the meaning of basic PC acronyms like MHz, MB, KB, HD, and RAM
- Use WordPad and MSWord to create various types of documents
- Create headings and titles with Word Art
- Create and format spreadsheets, including the use of mathematical formulas
- Demonstrate a working knowledge of computer database functions, including putting, processing, querying, and outputting data
- Define computer terminology in definition matching quizzes
- Use the Windows Paint program to alter graphics
- Use a presentation application to create a presentation with both text and graphics
- Copy data from one MS Office application to another application in the suite
- Use e-mail and the Internet to send Word and Excel file attachments
- Demonstrate how to use the Windows Taskbar and Windows Tooltips
- Explain how copyright laws pertain to data and graphics posted on the Internet
- Take the college computer competency test after course completion
- Follow oral and written directions and complete assignments when working under time limitations

Note: Although the Microsoft Office Module is not required to successfully complete this program, students interested in pursuing free Microsoft MOS certification may want to consider completing this Microsoft Office Module at no additional cost.

System Requirements:**Windows Users:**

- Windows 8, 7, XP or Vista
- 56K modem or higher
- Soundcard & Speakers
- Firefox, Chrome, or Microsoft Internet Explorer

Mac OS User:

- Mac OS X or higher (in classic mode)
- 56K modem or higher
- Soundcard & Speakers
- Apple Safari

iPad Users:

- Due to Flash limitations, eLearning programs are NOT compatible with iPads

Screen Resolution:

- We recommend setting your screen resolution to 1024 x 768 pixels.

Browser Requirements:

- System will support the two latest releases of each browser. When using older versions of a browser, users risk running into problems with the course software.
 - Windows Users: Mozilla Firefox, Google Chrome, Microsoft Internet Explorer
 - Mac OS Users: Apple Safari, Google Chrome Mozilla Firefox

Suggested Plug-ins:

- Flash Player
- Real Player
- Adobe Reader
- Java