

# MEDICAL ADMINISTRATIVE ASSISTANT WITH EHR LEARNING OBJECTIVES



## CURRICULUM LEARNING OBJECTIVES

Approved by the National Healthcareer Association, Career Step's curriculum includes training on Microsoft Office software and prepares you to pass the Certified Medical Administrative Assistant (CMAA) exam. With Career Step's affordable tuition, you get a quality online education with one-on-one support from dedicated instructors and graduate support advisors. The learning objectives outlined below provide a map of the knowledge and skills you'll gain as you complete each module.

### ORIENTATION

#### Program Orientation (1 hour)

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report as well as be able to contact Career Step using various communication tools, including phone, email, forums, chat rooms, and social media.
- Identify and use program-specific resources.

#### Computer Fundamentals (7 hours)

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment, as well as install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

#### Microsoft Office Training Orientation (1 hour)

- Successfully follow the lesson structure and download available study tools.
- Navigate the Microsoft Office training module(s) using the buttons and icons provided.

### MICROSOFT OFFICE 2016

#### Word 2016: Beginner (10 hours)

- Identify and use the Ribbon, Quick Access Toolbar, tabs, scroll bars, cursor, ruler, and status bar.
- Create, save, open, edit, navigate, print, share, and recover a document.
- Edit and format text with options such as alignment, fonts, lists, spacing, tab stops, page format, layout, paragraph alignment and spacing, and copy formatting.

- Employ the available search and review tools, including spell and grammar check, find and replace, copy, paste, and document view options.

#### Excel 2016: Beginner (12 hours)

- Use the Quick Access Toolbar, title bar, display options, formula bar, and worksheet tab.
- Create, save, open, edit, navigate, and print a worksheet.
- Create, edit, delete, and format cells with options such as cell alignment, applying cell styles, splitting cells, merging cells, row and column titles, row and column width, hide and unhide, and page setup and view options.
- Edit cell data using options and tools such as cut, copy, paste, AutoFill, text tools, and cell references.
- Create basic, logical, financial, and text formulas.

### MEDICAL ADMINISTRATIVE ASSISTANT

#### Working as an EHR Office Professional (3 hours)

- Identify the essential skills, qualities, duties, and strategies of an effective Administrative Assistant.
- Identify employer expectations and name medical office industry certifications. Students will also be able to identify the members of a medical team and their responsibilities.

#### Keyboard Kinetics (10 hours)

- Demonstrate proper, effective finger placement and typing proficiency.
- Assess keyboarding performance in terms of gross words per minute and net words per minute.

#### Grammar and Punctuation (10 hours)

- Identify and correctly use each of the parts of speech.
- Recognize proper sentence structure and formatting.
- Properly spell words that are commonly misspelled.

#### Healthcare Structure & Organization (25 hours)

- Identify the involvement of everyone in the healthcare system, including: consumers, providers, government and regulatory

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agencies, third-party payers, vendors, and trade associations.

- Recognize the basic differences in the healthcare system such as: inpatient versus outpatient versus ancillary services, attending versus consulting versus referring physician, direct patient care versus support services.
- Identify and describe patient rights and responsibilities.
- Identify the responsibilities of healthcare-related government agencies.
- Identify third-party payers, as well as appropriately use the associated terminology in a healthcare documentation context.

## Medical Law and Ethics (5 hours)

- Apply a basic understanding of medical law to a medical office setting.
- Use common types of medical consent and contract forms.
- Recognize common types of medical malpractice and explain the role of available insurance policies in preventing and defending against claims.
- Apply basic medical ethics guidelines in a medical office setting.

## Health Insurance Portability and Accountability Act (5 hours)

- Understand and learn to comply with HIPAA regulations.
- Learn to apply national and state laws to create and maintain facility policies.
- Define HIPAA regulations and identify all covered entities and their responsibilities.

## Healthcare Documentation (10 hours)

- Identify basic types of medical records, including work types, components, formatting, and documentation standards.
- Define HIPAA compliance and other related regulations, as well as the role of healthcare documentation workers in preserving patient confidentiality and managing risk.

## Exploring Healthcare Reimbursement (25 hours)

- Use and maintain fee schedules.
- Accurately collect patient demographics.
- Identify different types of reimbursement systems.
- Prepare for and help with medical record audits.
- Recognize third-party payer systems, including insurance forms and precertification.
- Process and submit medical claims.
- Recognize the fundamental principles and resources used in medical coding.

## Medical Word Building (15 hours)

- Identify common medical prefixes, roots, and suffixes.
- Identify and properly combine word parts to create medical terms.

## Basic Anatomy (20 hours)

- Identify and describe the basic structure and functions of human body systems.
- Identify and define basic anatomical terms related to the basic structure and function of human body systems.

## Mastering Medical Language (23 hours)

- Pluralize common medical words.
- Define common medical slang, jargon, and foreign terms.
- Distinguish between common similar medical words and word parts.
- Recognize common medical abbreviations and their meanings.

## Medical Office Procedures (20 hours)

- Identify the principles of effective interpersonal communication.
- Communicate professionally in writing.
- Professionally manage inbound and outbound telephone calls.
- Effective office and reception management, including opening and closing the office, managing a waiting room, and greeting and registering patients.
- Schedule patient appointments.

## Mastering Record Management (60 hours)

- Pluralize common medical words.
- Define common medical slang, jargon, and foreign terms.
- Distinguish between common similar medical words and word parts.
- Recognize common medical abbreviations and their meanings.

## Medical Office Management (12 hours)

- Recognize and prepare medical records and charts and related filing systems.
- Describe the benefits and drawbacks of electronic health records systems.
- Recognize best practices of medical office management, including staffing, policy, scheduling, and equipment issues.
- Name appropriate courses of action for medical office emergencies, including risk management, CPR, emergency preparation and supplies, fainting, heart attacks, choking, bleeding, and hazardous waste.

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## **Practice Finances (10 hours)**

- Describe the payment process and manage payments, including explanations to patients about insurance basics, fee schedules, billing, and adjustments.
- State and describe the basic functions and uses of medical office software.
- Manage the basic financial documentation of a medical office, including personnel records, financial accounts, and daily deposits.

## **Final Exam Preparation (1 hour)**

- Identify the steps needed to take to be eligible for and effectively prepare for and access the final exam.
- Identify the format, restrictions, and policies of final exams, including scoring, retakes, allowed resources, and time limits.

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