

PHYSICIAN OFFICE ASSISTANT, Certificate Program - Noncredit

Workforce Development and Continuing Education/Healthcare Education

The Physician Office Assistant (POA) educational program prepares the student for an entry-level position in an outpatient healthcare setting such as a medical practice or health-related call center. Students will become familiar with a general workflow of an outpatient medical practice. Critical thinking concepts and customer service skills and activities are infused throughout the curriculum, as will generational and cultural diversity, where appropriate. This program will prepare the student to sit for the Certified Medical Administrative Assistant (CMAA) certification exam through National Healthcare Association (NHA). This program is available at the Gettysburg, Harrisburg, Lancaster, Lebanon, and York campuses.

Career Opportunities

Prepares the student for work in an entry level position in the front office of a healthcare practice or in a healthcare facility.

Competency Profile

This curriculum is designed to prepare students to:

- Discuss the United States health care delivery system
- Recognize the fundamental principles of healthcare law and ethics including HIPAA and ACT 13
- Demonstrate methods of communication that improve interpersonal relations, as applied to patients, peers, supervisors, and other healthcare team members
- Define medical terminology
- Explain the different methods of capturing and recording EHR data
- Compare and contrast various types of electronic health record computers, such as Workstation, Laptop, Tablet/PC
- Describe the different types of telephone calls a medical professional may handle
- Explain the proper protocol for answering the telephone in a medical facility and list all the information that should be documented the phone messages
- Discuss meeting planning considerations, agendas, and various methodology for holding meetings, such as teleconferences

PROGRAM REQUIREMENTS

NA

RECOMMENDED SEQUENCE FOR STUDENTS

Classes are taken as part of a whole program. This program was academically designed to be completed in 228-hours lecture.

Introduction to Healthcare & Ethics	18 hours
Medical Terminology	36 hours
Anatomy & Physiology/Human Illness & Disease	84 hours
Medical Office Operations	36 hours
Patient Relations	18 hours
Introduction to Medical Insurance	36 hours