

PHYSICIAN OFFICE ASSISTANT, Certificate Program - Noncredit

Workforce Development/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.

The student is required to provide the following requirements. Requirement must be completed after being selected for the program but prior to starting the practicum portion of the program. Requirements include Physical Exam and documentation of immunizations, background checks, drug and alcohol screens. The student should consider this factor before enrolling in this program. Students complete a 160-hour practicum, unpaid externship. This program is available at the Gettysburg, Harrisburg, Lancaster, Lebanon, and York campuses.

Career Opportunities

This program trains individuals to work in front offices in primary and specialty medical practices and contact call centers.

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

This program was academically designed to be completed in 172-hour lecture and 160-hour practicum.

Introduction to Healthcare	18 hours
Introduction to Medical Insurance	36 hours
Medical Office Operations	45 hours
Patient Triage for the POA	45 hours
Healthcare Applications	28 hours

RECOMMENDED SEQUENCE FOR STUDENTS

Classes are taken as part of a whole program. *Students must complete the full 160-hour practicum for successful program completion.