



Division of Health Sciences

Medical Office Administrative Assistant Certificate

The Medical Office Administrative Assistant program is designed to prepare students for entry level employment as an administrative assistant with career opportunities in a variety of health care settings, including medical clinics, physician practices, hospital-based practices, or in health related businesses. This is a hands-on training program in administrative procedures and computer usage specific to a medical facility and/or business. Students will be taught the theoretical background and skills needed for front office day-to-day tasks. Graduates are prepared to take the National Healthcare Association (NHA) certifying exam.

Successful graduates of the program will be able to:

1. Demonstrate an understanding of concepts pertaining to current medical practice and administrative roles in modern medical practice;
2. Exemplify professional behavior;
3. Use interpersonal skills to communicate effectively;
4. Examine the importance of healthcare documentation standards and financial management;
5. Demonstrate skills needed for assembling, documenting and maintaining medical records and health information management;
6. Demonstrate skills needed for creating and maintaining a patient's EMR;
7. Demonstrate skills needed for basic medical office administrative management, including billing, accounts reconciliation, and basic AR/AP;
8. Examine the importance of healthcare documentation standards and financial management within EMR;
9. Demonstrate an understanding of the various governmental and professional organizations related to the medical office;
10. Demonstrate an understanding of various documents encountered in a medical office.
11. Explain HIPAA Privacy and Security Standards;
12. Analyze HIPAA compliance and HIPAA enforcement.