

Certified Medical Administrative Assistant Syllabus

Instructor: TBD apprenticeship@alaskapca.org

Class Days & Time: TBD

*You are required to attend class, however if you are unable to attend due to an emergency, a recording will be uploaded shortly following the live class. You are required to listen to it if you miss class.

General Information:

Apprentices will meet once a week via internet for a period of 28 weeks.

Class Schedule—1-hour live or recorded session and 4-hours homework time each week.

The assignments for the week need to be completed by the date of the class.

This training will cover the following subjects:

- General Office Policies & Procedures
- Compliance
- Scheduling
- Administrative Assisting
- Patient Intake
- Medical Law and Ethics
- Patient Education
- Communication and Customer Service
- Medical Terminology

Textbook:

Lindh, W. Q. (2018). *Comprehensive Medical Assisting: Administrative and Clinical Competencies*. Boston, MA: Cengage Learning.

COURSE SCHEDULE

Week	Date	Chapter Name	Learning Path	Points
1	Week 1	Orientation		
2	Week 2	1. The Medical Assisting Profession	<ul style="list-style-type: none">• Quick Checks• Certification Review• Apply Yourself• Test Yourself	<ul style="list-style-type: none">• 9• 10• 100• 20

3	Week 3	2. Health Care Settings and the Health care Team	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
4	Week 4	3. Coping Skills for the Medical Assistant	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
5	Week 5	4. Therapeutic Communication Skills	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
6	Week 6	5. The Therapeutic Approach to the Patient with a Life-Threatening Illness	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 8 • 10 • 100 • 20
7	Week 7	6. Legal Considerations	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
8	Week 8	7. Ethical Considerations	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 8 • 10 • 100 • 20
9	Week 9	9. Creating the Facility Environment	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 4 • 10 • 100 • 20
10	Week 10	10. Computers in the Medical Clinic	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
11	Week 11	11. Telecommunications	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
12	Week 12	12. Patient Scheduling	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20

13	Week 13	13. Medical Records Management	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
14	Week 14	14. Written Communications	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
15	Week 15	15. Medical Documents	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 20
16	Week 16	16. Medical Insurance	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
17	Week 17	17. Medical Coding	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 8 • 10 • 100 • 20
18	Week 18	18. Daily Financial Practices	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
19	Week 19	19. Billing and Collections	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 8 • 10 • 100 • 20
20	Week 20	20. Accounting Practices	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
21	Week 21	44. The Medical Assistant as Clinical Manager	<ul style="list-style-type: none"> • Quick Checks • Certification Review • Apply Yourself • Test Yourself 	<ul style="list-style-type: none"> • 9 • 10 • 100 • 20
22	Week 22	Orientation to NHA Materials Test Taking Strategies Online Study Guide		N/A
23	Week 23	NHA Baseline Practice Exam 1 NO CLASS		N/A

24	Week 24	Study Areas of Weakness Cengage Practice Exam		N/A
25	Week 25	Study Areas of Weakness Cengage Practice Exam		
26	Week 26	Study Areas of Weakness NHA Practice Exam 3		N/A
27	Week 27	Study Areas of Weakness Cengage Practice Exam		N/A
28	Week 28	Study Areas of Weakness Develop plan of study until eligible to sit for certification exam		N/A