

# Medical Administrative Training Course

**Course length:** 296 Hours

**Overview:** Prepare students for work in a clinic, hospital, other medical practice or insurance company, or for employment wherever a basic knowledge of computers, advanced telecommunications, medical terminology is required.

**Prerequisites:** High School Graduation or GED or H.S.E.D. Personal Computer Skills, Satisfactory scores on T.A.B.E Math and English. Keyboarding speed of 30 wpm

**Delivery method:** Theme based, integrated interdisciplinary learning model in an employment simulated, team based context.

**Employment Potential:** Medical Receptionist, Medical Records Clerk, Medical Secretary, Insurance Verifier, Coding Assistant, General Office, Program Assistant, Help Desk Representative, Records Technician, Medical Scheduling, other health occupation support.

**Target student:** Individuals with an interest in clerical positions in a medical environment. Individuals who are seeking new employment or career enhancement opportunities in health care.

**Objectives:** Upon successful completion of this course, students will:

Demonstrate skills **and awareness** required to work in a clinic, hospital or other medical related practice

- Understand and apply principles of dealing with patients and other health care clients.
- Demonstrate proficiency in Microsoft Office Applications, Internet, email, and other information technology applications.
- Develop keyboarding speed and accuracy skills – 40 wpm@90%

- Demonstrate effective proofreading, editing, formatting and reference searching skills.
- Understand how medical terms and insurance are formed and become familiar with medical and insurance terminology
- Be familiar with the formats of medical reports.
- Develop efficient and accurate basic transcription skills.
- Understand the organizational flow of a clinic, doctor's office, hospital or other health care or related facility

**Course content (integrated not necessarily sequential):**

## Skill Category 1: The Health Care Setting

- Examining the healthcare environment: Hospitals and clinics and administration
- Introduction to being a health care worker
- Health care career exploration and self assessment

## Skill Category 2: Epic

- Prelude
  - Demographics
  - Account setup
  - Insurance setup
- Cadence
  - Scheduling
  - Charge Document generation
- Resolute
  - Charge entry/tracking
  - Adjudication
  - Customer service in the insurance setting

## Skill Category 3: Basic Anatomy and Medical Terminology

- Components of medical terminology
- Basic word roots combining forms prefixes and suffixes

- Word roots prefixes and suffixes form body systems
- Medical procedures
- General pharmacology terminology

## Skill Category 4: IT Skills

- MS Office (Word, Excel, Access Power point)
- Internet navigation
- Email and MS Outlook
- Operating in a network environment
- Internet

## Skill Category 5: Administrative Skills

- Written and oral communication
- Telephone skills
- Customer Service
- Medical records management

## Skill Category 6: Margin and Center

- Issues of race class and gender
- Diversity in the work place
- Customer Service
- Determining your place in the healthcare environment

## Skill Category 7: Insurance overview and Terminology

- Types of insurance
- Relationship of health care and insurance providers and patients
- (See also Epic)

## Skill Category 8: Job Search and Employment Skills

- Interviewing
- Resumes cover letters
- Informational interviewing, Telephone skills
- Portfolio assembly

## Skill Category 9: Professional Ethics

- Functioning as part of a team
- Professional image and interaction
- Business communication
- Going beyond job expectations.

## Internship Experience (40 hours)

- Supervised hands-on experience to complement educational coursework at a hospital, clinic or administrative office.