



Clemson University  
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## Education & Training Plan Medical Administrative Assistant Certification Program with Externship

Student Full Name: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

**Program includes National Certification & an Externship Opportunity**  
**Mentor Supported**

### **Clemson University Program with Externship**

Course Code:	CLEM-MA 08
Program Duration:	6 Months
Course Contact Hours:	375
Student Tuition:	\$3,000.00

### **The Medical Administrative Assistant Profession**

Medical administrative assistants primarily work in doctor's offices, clinics, outpatient settings, hospitals, and other healthcare settings. Medical administrative assistants, medical secretaries, and medical records clerks are all positions in great demand. The growth and the complexity of the U.S. healthcare system have resulted in a substantial increase in the need for qualified medical administrative assistants. Employment of a medical assistant is expected to grow an impressive 34% by 2030.

### **The Medical Administrative Assistant Program**

This program covers information on the medical assisting profession, interpersonal skills, medical ethics and law, medical terminology, basics of insurance billing and coding, telephone techniques, scheduling appointments, medical records management and management of practice finances. A great course for physicians' medical office professionals! This program prepares students to function effectively in many of the administrative and clerical positions in the healthcare industry. It provides students a well-rounded introduction to medical administration that delivers the skills students require to obtain an administrative medical assistant position or advance within their current healthcare career. This course covers the following key areas and topics:

- Interpersonal skills, medical ethics, and basic medical law
- Telephone techniques and skills for scheduling appointments
- Medical terminology
- Basics of insurance billing and coding
- Medical records management and management of practice finances

## **Education and Certifications**

- Students should have or be pursuing a high school diploma or GED.
- Students who complete this program have the opportunity to pursue national certification:
  - **National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA)**

## **Medical Administrative Assistant Detailed Course Information:**

- An overview of the healthcare industry and expectations for a healthcare professional
- Role of the medical administrative assistant
- History of medicine, medicine and the law, medical malpractice, medical ethics, and medical practice specialties
- Patient communication techniques, appointment scheduling and general office duties
- Basic terminology used in the medical office
- Medical records management, confidentiality of the medical record, initiating a medical record for a new client and filing reports in the medical record
- HIPAA review and patient bill of rights and confidentiality, ethics and legal issues
- Financial practice management, health insurance & billing and coding procedures
- Professional fees, billing & collecting procedures, accounting systems
- Medical accounting, financial statements, cost analysis, budgets for the medical practice
- Specimen collection, laboratory safety and federal and state regulations
- Assisting with medical emergencies

## **National Certification**

Students who complete the Clemson University Medical Administrative Assistant program will be prepared to sit for the National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) national certification exam(s). In order to work as a Medical Administrative Assistant, many states nationwide are requiring that learners achieve national certification prior to working in that state. Students who complete this program are encouraged to complete the practical/clinical externship option with their program. This comprehensive program is designed to prepare students to sit for National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) exam(s). Students who complete this program can and do sit for the National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) national certification exam(s) and are qualified, eligible and prepared to do so.

## **Externship / Hands on Training / Practicum**

Although not a requirement, once students complete the program, they have the ability to participate in an externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of a professional in this field. Students will be assisted with completing a resume and/or other requirements necessary to work in this field. All students who complete this program are eligible to participate in an externship and will be placed with a participating organization near their location. The institution works with national organizations and has the ability to place students in externship opportunities nationwide.

**Clemson University contact:** If students have any questions regarding this program including national certification and externships , **they should call Salley Ouellette of Clemson University at | (864) 656-2200 or via email at [palmer4@clemson.edu](mailto:palmer4@clemson.edu)**

**Note :** No refunds can be issued after the start date published in your Financial Award document.

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## About Clemson University!

Clemson Online, a unit reporting directly to the Provost, works closely with leadership teams across the University to develop, market, and deliver top-quality courses and programs in blended and online formats. The office provides vision, leadership, coordination, and expertise in support of faculty design, delivery, and evaluation of technology-enhanced, blended, and fully online courses and instructional materials. Dynamic, transformative, and unique eLearning opportunities characterize Clemson's approach to online teaching and learning.

**Our Mission:** Clemson Online provides strategic leadership for online education, emphasizing innovative teaching and superior learning outcomes to maximize student success in 21st-century academic and professional contexts.

**Our Vision:** Clemson Online will define the public web-grant university through measurable achievements in online education, research, and service. The office is committed to pursuing strategic opportunities, providing supportive resources, promoting superior educational quality, and ensuring faculty involvement and responsibility in shaping Clemson's online future.



## Clemson University and Pearson Education

Clemson University's eLearning programs were developed in partnership with Pearson Education to produce the highest quality, best-in-class content and delivery necessary to enhance the overall student learning experience, boost understanding and ensure retention. Pearson Education is the premier content and learning company in North America offering solutions to the higher education and career training divisions of colleges and universities across the country aimed at driving quality education programs to ensure student success. Please visit us at [www.pearson.com](http://www.pearson.com).

## About Pearson Education

Welcome to Pearson. We have a simple mission: to help people make more of their lives through learning. We are the world's leading learning company, with 40,000 employees in more than 80 countries helping people of all ages to make measurable progress in their lives. We provide a range of education products and services to institutions, governments and direct to individual learners, that help people everywhere aim higher and fulfil their true potential. Our commitment to them requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

## **Medical Administrative Assistant Program Objectives:**

### **BECOMING A SUCCESSFUL STUDENT**

- Describe professional behaviors and their importance to members of a healthcare team
- Assess your learning style preference
- Adapt your learning style to new learning situations
- Practice effective problem solving and conflict management techniques
- Explain the importance of assertiveness in a healthcare environment
- Implement effective study skills and strategies
- Apply test-taking strategies
- Explain the process of critical thinking and how to apply it

### **THE HISTORY OF MEDICINE AND HEALTHCARE**

- Discuss the externship experience
- Prepare an attractive and effective resume
- Write an effective cover letter
- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

### **MEDICAL ASSISTING TODAY**

- Discuss the externship experience
- Prepare an attractive and effective resume
- Write an effective cover letter
- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

### **THE MEDICAL ASSISTING CAREER: ROLES AND RESPONSIBILITIES**

- List the qualities of a good medical assistant
- List career opportunities for the medical assistant
- Discuss other members of the healthcare team and medical practice specialties

### **MEDICAL LAW AND ETHICS**

- Describe legal terms as they apply to health care
- Outline the physician's public duties
- Discuss the physician-patient relationship
- Discuss the healthcare worker's role in patient confidentiality
- Discuss how HIPAA affects healthcare clinics

- Describe the federal and local organizations related to health care
- Discuss a code of ethics in health care

## **INTERPERSONAL COMMUNICATION**

- Define verbal and nonverbal communication and how each can be used effectively
- Discuss effective use of listening skills in the workplace
- Identify communication barriers in the medical workplace and how to overcome them
- Name community resources for patient referrals
- Outline a plan for creating patient education materials

## **WRITTEN COMMUNICATION**

- Use correct grammar, spelling, and punctuation in professional written communication
- Compose and proofread a business letter
- List accepted healthcare abbreviations
- Describe appropriate memo use in the medical office
- Classify mail, including size and postage requirements
- Explain policies for incoming mail and email correspondence

## **TELEPHONE PROCEDURES**

- Describe the use of the main features of a typical telephone system and answering service
- Explain how to perform telephone triage and how to handle emergency calls
- Explain how to take a proper telephone message
- Explain how to call a patient via the telephone
- Discuss patient confidentiality when using the telephone

## **FRONT DESK RECEPTION**

- Describe the steps to opening and closing the office efficiently
- List the steps to prepare files for patient arrivals
- Describe appropriate ways to greet and register new and established patients
- Discuss ways to maintain patient confidentiality in all front-desk activities
- Discuss how to communicate with patients about scheduling delays
- Explain ways to manage difficult patients in the reception area
- Identify appropriate reading materials for the reception room
- Discuss safe and effective ways to incorporate a children's area

## **PATIENT SCHEDULING**

- Discuss guidelines for scheduling patient appointments
- Differentiate between paper and electronic scheduling systems
- Chart patient no-shows accurately
- Follow up on patients who miss their appointments
- Manage the physician's appointment calendar for personal and professional events
- Schedule patients for hospital services and admissions and other necessary services

## **MEDICAL RECORDS MANAGEMENT**

- Describe common types of file storage systems
- List information contained in the medical record
- Explain various types of charting strategies and procedures
- Explain how to find a missing paper file
- Explain the color-coded filing system for paper files
- Explain how to destroy a medical record
- Describe how to correct an error in a paper chart
- Distinguish between paper medical records and electronic medical records

## **ELECTRONIC MEDICAL RECORDS**

- List information contained in the medical record
- Distinguish between paper medical records and electronic medical records
- Explain how paper records are converted to electronic records
- Discuss HIPAA compliance for electronic medical records
- Discuss use of personal digital assistance with electronic medical records

## **COMPUTERS IN THE MEDICAL OFFICE**

- Describe common types of file storage systems
- Discuss how computers are used in the medical office
- Identify the components of the computer
- Explain how to maintain and secure computer equipment
- Explain computer ergonomics
- Discuss functions of basic office equipment

## **EQUIPMENT, MAINTENANCE, AND SUPPLY INVENTORY**

- Discuss office equipment maintenance, leasing, and purchasing
- Discuss functions of basic office equipment
- Discuss inventory control
- Discuss policies and procedures in the medical office

## **OFFICE POLICIES AND PROCEDURES**

- Create a patient brochure
- Discuss personnel manuals
- Discuss policies and procedures in the medical office

## **HANDLING EMERGENCIES IN THE MEDICAL OFFICE**

- Describe the medical assistant's role in an emergency
- Identify the supplies and equipment used in an emergency and list contents of a crash cart for the medical office
- Explain how to respond to various life-threatening emergencies in the medical office
- Describe considerations in keeping employees safe in the medical office

## **INSURANCE BILLING AND AUTHORIZATIONS**

- Define the medical assistant's role in the insurance claim process
- Define health insurance terminology
- Describe private health insurance and sources of coverage
- Describe the types of managed care plans
- Explain government insurance
- Describe reimbursement methods
- Explain how to prepare a claim using claim forms
- Discuss how to work with fee schedules
- Discuss how to trace claims
- Explain the relationship between accurate documentation and reimbursement
- Discuss how professional fees are determined
- Explain how to verify patient identification

### **BASICS OF DIAGNOSTIC CODING**

- Describe the function and layout of the ICD-10-CM coding book
- List the steps to correctly choose diagnosis codes

### **BASICS OF PROCEDURAL CODING**

- Describe the layout of the CPT coding book
- List the steps to accurate CPT coding
- Discuss how modifiers are used in procedural coding
- Explain the use of the Health Care Common Procedure Coding System and coding guides for specialized medical practices
- Explain the relationship between accurate documentation and reimbursement
- Identify fraudulent practices in coding and billing
- Discuss bundled codes

### **BILLING, COLLECTIONS, AND CREDIT**

- Discuss a manual billing system
- Identify the types of payments typically made in the medical office
- Explain how to post payments to a manual and computerized billing system
- Explain how to prepare an accounts receivable trial balance
- Explain how to verify patient identification
- Discuss common collection policies and issues
- Describe how small claims court works for the medical office

### **PAYROLL, ACCOUNTS PAYABLE, AND BANKING PROCEDURES**

- Discuss the payroll, accounts payable, accounts receivable, and banking procedures for the medical office

### **MANAGING THE MEDICAL OFFICE**

- Describe the characteristics and responsibilities of an effective office manager
- Describe different management leadership styles

- Explain how to conduct an effective staff meeting
- Discuss the tasks associated with staffing the medical office
- Discuss quality improvement and risk management in the medical office
- Discuss the components to effectively manage a medical office staff

## **COMPETING IN THE JOB MARKET**

- Discuss the externship experience
- Prepare an attractive and effective resume
- Write an effective cover letter
- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

**Note: This program can be completed in 6 months. However, students will have online access to this program for a 24-month period.**

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## MICROSOFT OFFICE

- Module Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities
- Describe proper computer techniques for designing and producing various types of documents
- Demonstrate the common commands & techniques used in Windows desktop
- List the meaning of basic PC acronyms like MHz, MB, KB, HD and RAM
- Use WordPad and MSWord to create various types of documents
- Create headings and titles with Word Art
- Create and format spreadsheets, including the use of mathematical formulas
- Demonstrate a working knowledge of computer database functions, including putting, processing, querying and outputting data
- Define computer terminology in definition matching quizzes
- Use the Windows Paint program to alter graphics
- Use a presentation application to create a presentation with both text and graphics
- Copy data from one MS Office application to another application in the suite
- Use e-mail and the Internet to send Word and Excel file attachments
- Demonstrate how to use the Windows Taskbar and Windows Tooltips
- Explain how copyright laws pertain to data and graphics posted on the Internet
- Take the college computer competency test after course completion
- Follow oral and written directions and complete assignments when working under time limitations

**Note: Although the Microsoft Office Module is not required to successfully complete this program, students interested in pursuing free Microsoft MOS certification may want to consider completing this Microsoft Office Module at no additional cost.**

## **System Requirements:**

### **Windows Users:**

- Windows 8, 7, XP or Vista
- 56K modem or higher
- Soundcard & Speakers
- Firefox, Chrome or Microsoft Internet Explorer

### **Mac OS User:**

- Mac OS X or higher (in classic mode)
- 56K modem or higher
- Soundcard & Speakers
- Apple Safari

### **iPad Users:**

- Due to Flash limitations, eLearning programs are NOT compatible with iPads

### **Screen Resolution:**

- We recommend setting your screen resolution to 1024 x 768 pixels.

### **Browser Requirements:**

- System will support the two latest releases of each browser. When using older versions of a browser, users risk running into problems with the course software.
- Windows Users: Mozilla Firefox, Google Chrome, Microsoft Internet Explorer
- Mac OS Users: Safari, Google Chrome, Mozilla Firefox

### **Suggested Plug-ins:**

- Flash Player
- Real Player
- Adobe Reader
- Java