



Clemson University
105 Sikes Hall, Clemson, South Carolina 29634
www.clemson.edu

Contact: Salley Ouellette | (864) 656-2200 | palmer4@clemson.edu

Education & Training Plan

Pharmacy Technician w/ 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-PTMAA 11
Program Duration: 6 Months
Course Contact Hours: 780
Student Tuition: \$3,950.00

Pharmacy Technician with Medical Administration

This program will prepare students to enter the pharmacy field and take the Pharmacy Technician Certification Board's PTCB exam. Course content includes pharmacy terminology, pharmacy calculations, reading and interpreting prescriptions and defining generic & brand names drugs. Additionally, this program includes a Medical Administration course covering key topics such as medical ethics and law, basics of insurance billing and coding, telephone techniques, scheduling appointments, and medical records management.

Pharmacy Technician with Medical Administration Certification Program

This comprehensive course will prepare students to enter the pharmacy field and take the Pharmacy Technician Certification Board's PTCB exam. Course content includes pharmacy medical terminology, reading and interpreting prescriptions and defining generic and brand names drugs and much, much more! Program also includes an optional clinical externship at a local healthcare provider! This also 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:

- Pharmacy calculations

- Medical terminology specific to the pharmacy
- Skills to read and interpret prescriptions
- Review of the top 200 drugs
- Skills to identify drugs by generic and brand names
- Dosage calculations, I.V. flow rates, drug compounding, and dose conversions
- Dispensing of prescriptions, inventory control, and billing and reimbursement
- History and background of the medical assisting profession
- 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, 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
- Financial and practice management
- Health insurance coverage, and billing and coding procedures
- Professional fees, billing and collecting procedures, accounting systems and credit arrangements
- Medical accounting, financial statements, cost analysis, and budgets for the medical practice
- Specimen collection, laboratory safety and federal and state regulations
- Assisting with medical emergencies

Education and National Certifications

- Pharmacy Technicians should have or be pursuing a high school diploma or GED.
- Students who complete this course are prepared for national certification:
 - **Pharmacy Technician Certification Board (PTCB) national technician certification exam**
 - **National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) exam**

National Certification

Students who complete the Clemson University Pharmacy Technician w/ Medical Administrative Assistant program will be prepared to sit for the Pharmacy Technician Certification Board (PTCB) national technician certification exam and the National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) national certification exam(s). In order to work as a Pharmacy Technician w/ 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 Pharmacy Technician Certification Board (PTCB) national technician certification exam and the National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) exam(s). Students who complete this program can and do sit for the Pharmacy Technician Certification Board (PTCB) national technician certification exam and 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**

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

For Informational
Use Only



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.

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.

Pharmacy Technician Module

HISTORY OF PHARMACY PRACTICE

- Describe the origins of the practice of pharmacy from the Age of Antiquity
- Explain the changes in the practice of pharmacy during the Middle Ages
- Describe changes in the practice of pharmacy during the Renaissance
- List significant milestones for the practice of pharmacy from the 18th, 19th, and 20th centuries
- Describe the role biotechnology and genetic engineering could have on the future of pharmacy practice

THE PROFESSIONAL PHARMACY TECHNICIAN

- Summarize the educational requirements and competencies of both pharmacists and pharmacy technicians
- Describe the basic roles of pharmacists and pharmacy technicians working in the two primary pharmacy practice settings
- Explain six specific characteristics of a good pharmacy technician
- Describe the behavior of a professional pharmacy technician
- Explain the registration/licensure and certification process for becoming a pharmacy technician

HISTORY OF PHARMACY PRACTICE

- Describe the communication process
- Explain the three types of communication
- Summarize the various barriers to effective communication
- Describe the primary defense mechanisms
- Describe specific strategies for eliminating barriers to communication
- Summarize the elements of and considerations in caring for patients
- List the Five Rights of medication administration

PHARMACY LAWS AND ETHICS

- Classify the various categories of United States law
- Describe the function(s) of the regulatory agencies that oversee the practice of pharmacy
- Summarize the significant laws and amendments that affect the practice of pharmacy
- Recognize and use a drug monograph
- Define ethics and moral philosophy
- Explain some specific ethical theories
- Summarize the Pharmacy Technician Code of Ethics
- Explain the importance of confidentiality for personal health information
- Describe each of the five schedules of controlled substances and the drugs assigned to each schedule

TOP 200 DRUGS, PHARMACY ABBREVIATIONS, AND TERMINOLOGY

- Identify selected root words used in pharmacy practice
- Correctly use selected prefixes and suffixes in conjunction with root words
- Interpret common abbreviations used in pharmacy and medicine
- List abbreviations that are considered dangerous and explain why

- Recognize common drug names and their generic equivalents
- Define common pharmacy and medical terminology
- Explain a variety of drug classifications
- Memorize the Top 200 Drug list

DOSAGE FORMULATIONS AND ROUTES OF ADMINISTRATION

- Explain drug nomenclature
- Define medication error
- Explain the rights of medication administration

REFERENCING AND DRUG INFORMATION RESOURCES

- Describe the commonly used pharmacy resources in both retail and hospital-based settings including how they are organized
- Describe the steps for referencing drug information resources

RETAIL PHARMACY

- Interpret common abbreviations used in pharmacy and medicine
- Recognize common drug names and their generic equivalents
- Explain the ambulatory pharmacy practice setting
- Describe the two main types of retail pharmacies
- List the various staff positions in retail pharmacies
- Describe the typical work environment of a retail pharmacy practice
- List the legal requirements of a prescription medication order
- Describe the different ways prescriptions arrive at a retail pharmacy
- List the steps required for a prescription to be filled
- Describe the various job duties of technicians in retail pharmacies
- Explain the importance of confidentiality for personal health information
- List the necessary components of a medication order
- Identify various dosage formulations

HEALTH-SYSTEM PHARMACY

- List the legal requirements of a prescription medication order
- List the steps required for a prescription to be filled
- Explain the importance of confidentiality for personal health information
- Describe the advantages of the unit-dose system
- List the necessary components of a medication order
- Compare centralized and decentralized unit-dose systems
- Compare the duties of a technician with those of a pharmacist in filling medication orders in a health-system setting
- Define the tasks pharmacy technicians perform in health-system settings

TECHNOLOGY IN THE PHARMACY

- List the hardware and software components used in pharmacy computers and summarize their purpose
- Describe the use of automation and robotics in pharmacies
- Summarize the uses of personal digital assistants in medicine

- Describe telepharmacy practice
- Summarize the impact of patient confidentiality regulations on the use of technology in the pharmacy
- Identify the names and uses of at least two drugs developed by using recombinant DNA technology
- Explain the four steps in the genetic-engineering process

INVENTORY MANAGEMENT

- Describe the various purchasing systems used in pharmacies
- Describe the various methods of purchasing available to pharmacies
- Outline the steps necessary for placing orders
- Outline the steps necessary for receiving orders
- Explain the reasons for product returns and the process of making returns

INSURANCE AND THIRD-PARTY BILLING

- Describe prescription formularies
- Differentiate Medicare and Medicaid
- Define terms commonly used in insurance billing
- Summarize the data collected and transmitted for insurance purposes
- Describe common insurance billing errors

OVER-THE-COUNTER (OTC) PRODUCTS

- Describe the drugs in the Top 200 Drug list in terms of brand and generic name, drug classification, uses, and special details
- Describe durable medical equipment, diagnostic devices, and supplies commonly seen in the pharmacy

INTRODUCTION TO COMPOUNDING

- Explain the purpose for compounding prescriptions
- Describe the basic procedures involved in compounding
- Describe the equipment, supplies, and facilities required for compounding
- List the major dosage forms used in compounding
- Explain the considerations involved in flavoring a compounded prescription

INTRODUCTION TO STERILE PRODUCTS

- List the equipment and supplies used in preparing sterile products
- List the routes of administration associated with sterile products
- Describe the special concerns regarding chemotherapy and cytotoxic drugs

BASIC MATH SKILLS

- Determine the value of a decimal
- Add, subtract, multiply, and divide decimals
- Change Roman numerals to Arabic numerals
- Change Arabic numerals to Roman numerals
- Describe the different types of common fractions
- Add, subtract, multiply, and divide fractions
- Solve math problems by using ratio and proportions

MEASUREMENT SYSTEMS

- List the three fundamental systems of measurement
- List the three primary units of the metric system
- Define the various prefixes used in the metric system
- Identify abbreviations used in measurements
- Explain the use of International Units and Milliequivalents
- Convert measurements between the household system and the metric system
- Convert measurements between the apothecary system and the metric system
- Perform temperature conversions

DOSAGE CALCULATIONS

- Calculate the correct number of doses in a prescription
- Determine the quantity to dispense for a prescription
- Perform multiple dosage calculations for a single prescription
- Calculate accurate dosages for pediatric patients
- Convert a patient's weight from pounds to kilograms
- Perform dosage calculations based on mg/kg/day

CONCENTRATIONS AND DILUTIONS

- Calculate weight/weight concentrations
- Calculate weight/volume concentrations
- Calculate volume/volume concentrations
- Calculate dilutions of stock solutions

ALLIGATIONS

- Explain when to use the alligation principle for calculations
- Calculate and solve a variety of alligation-related problems

PARENTERAL CALCULATIONS

- Illustrate the principle of basic dimensional analysis
- Calculate flow duration for parenteral products
- Calculate the volume per hour for parenteral orders
- Calculate the drug per hour for parenteral products
- Calculate drip rates in both drops/minute and milliliters/hour
- Calculate TPN milliequivalents

BUSINESS MATH

- Perform basic business math calculations commonly seen in the pharmacy setting

THE BODY AND DRUGS

- Explain the differences between pharmacodynamics and pharmacokinetics
- Summarize the ways in which cell receptors react to drugs
- Describe the mechanism of action and its key factor

- Explain how drugs are absorbed, distributed, metabolized, and cleared by the body
- Explain the difference between fat-soluble and water-soluble drugs and give examples of each
- Explain the effect of bioavailability and its relationship to drug effectiveness
- Describe addiction and addictive behavior
- Describe the role of the pharmacy technician in identifying drug-abusing patients
- Identify some drugs that interact with alcohol

THE SKIN

- Diagram the basic anatomical structure of the skin
- Explain the function or physiology of the skin
- Describe common diseases affecting the skin and the causes, symptoms, and pharmaceutical treatments associated with each disease

THE EYES AND EARS

- Diagram the basic anatomical structure and parts of the eye and ear
- Describe the function or physiology of the eyes and ears
- Describe common diseases affecting the eyes and ears and the causes, symptoms, and pharmaceutical treatments associated with each disease

THE GASTROINTESTINAL SYSTEM

- Describe the physiology of the digestive system
- Describe the three main categories of nutrients
- Describe the functions and AMDR of the macronutrients
- Differentiate between essential and nonessential amino acids
- Identify the functions, symptoms of deficiencies, and Reference Daily Intakes (RDIs) of the micronutrients
- Identify the basic anatomical and structural parts of the respiratory system

THE MUSCULOSKELETAL SYSTEM

- Diagram the basic anatomical structure and parts of the muscles and bones
- Describe the functions and physiology of the muscles and bones
- Describe common diseases affecting the muscles and bones and the causes, symptoms, and pharmaceutical treatments associated with each disease
- Describe the mechanisms and the complications of the following musculoskeletal diseases and how each class of drugs works: osteomyelitis, osteoporosis, osteoarthritis, gout, inflammation, multiple sclerosis, and cerebral palsy
- List the indications for use and mechanisms of action of ASA, NSAIDs, COX-2 inhibitors, antigout agents, calcitonin, bisphosphonates, SERMs, and skeletal muscle relaxants

THE RESPIRATORY SYSTEM

- Describe the function or physiology of the individual parts of the respiratory system and the external exchange of oxygen and waste
- Describe common diseases affecting the respiratory tract and the causes, symptoms, and pharmaceutical treatments associated with each disease

- Identify the trade and generic names and classification of various drugs used in treatment of diseases and conditions of the respiratory tract
- Identify the basic anatomical and structural parts of the respiratory system

THE CARDIOVASCULAR, CIRCULATORY, AND LYMPH SYSTEMS

- Diagram the basic anatomical structure and parts of the heart
- Explain the function of the heart and the circulation of the blood within the body
- Describe common diseases affecting the heart including the causes, symptoms, and pharmaceutical treatments associated with each disease
- Describe the mechanism of action of anticoagulants, indications for their use, and antidotes of overdose
- Differentiate between HDL, LDL, and triglycerides
- List the total cholesterol, LDL, HDL, and triglyceride ranges for an average adult
- Describe the structure and main functions of the lymphatic system, as well as its relationship to the cardiovascular system

THE IMMUNE SYSTEM

- Explain how the body's non-specific and specific defense mechanisms work to keep the body safe from disease-causing microorganisms
- Summarize the basic relationships between the immune system and the various body systems
- Describe the different types of infectious organisms
- Describe HIV-1 and HIV-2 and the various subgroups of HIV
- List the five stages of the progression of HIV to AIDS
- Explain how the different classes of HIV drugs work
- Describe autoimmune disease and identify various types
- Summarize how drug resistance develops and what steps can be taken to stop it
- Describe common anti-infective drug classifications, their mechanisms of action, and their side effects
- Describe tuberculosis and malaria and their causes, treatments, and prevention
- Summarize the different types and uses of vaccines and how they work in the body

THE RENAL SYSTEM

- Diagram the basic parts of the renal system
- Explain the functions of the nephron, kidney, and bladder
- Describe common diseases and conditions affecting the renal system and the mechanisms of action of each class of drugs used to treat each disease
- Explain how homeostasis of fluid and electrolytes affects the body

THE ENDOCRINE SYSTEM

- Describe the glands of the endocrine system
- Describe the functions of the hypothalamus and pituitary gland, and the other body parts that are affected by these glands
- Identify the hormones of the endocrine system and which gland or organ secretes each hormone
- Describe male and female hormones and some products used for replacement in cases of deficiency of these hormones
- Describe the major diseases and conditions that affect the endocrine system
- Compare diabetes mellitus and diabetes insipidus
- Summarize the effects of anabolic steroid use

THE REPRODUCTIVE SYSTEM

- Diagram the basic anatomical structures and parts of the male and female reproductive systems
- Describe the functions and physiology of the male and female reproductive systems and the hormones that govern them
- Describe common diseases affecting the male and female reproductive systems and the causes, symptoms, and pharmaceutical treatments associated with each disease and condition
- Describe the indications for use and mechanisms of action of various contraceptives

THE NERVOUS SYSTEM

- Explain the functions of the nervous system and its division into the central and peripheral nervous systems
- Differentiate between the sympathetic and parasympathetic nervous systems
- Describe the function or physiology of neurons or nerve transmission and the various neurotransmitters
- Explain the relationship of the nervous system to the other body systems
- Describe the functions of the blood-brain barrier and the types of substances that will not cross it
- Describe common diseases affecting the nervous system and the causes, symptoms, and pharmaceutical treatments associated with each disease. Identify the common drugs used to treat diseases and conditions of the nervous system

MEDICATION ERRORS

- Explain strategies and practices used to eliminate medication errors

WORKPLACE SAFETY AND INFECTION CONTROL

- Describe the behavior of a professional pharmacy technician
- Describe the function(s) of the regulatory agencies that oversee the practice of pharmacy
- Summarize the significant laws and amendments that affect the practice of pharmacy
- Explain the workplace safety requirements and practices in the pharmacy setting

PEDIATRIC AND GERIATRIC PATIENTS

- Explain the considerations involved in flavoring a compounded prescription
- Describe the differences between neonatal and pediatric patients
- Explain how the processes of pharmacokinetics in pediatric patients affect drug dosing
- Explain pediatric drug administration and dosage adjustment considerations
- Describe the physiological changes that occur in geriatric patients
- List several factors that affect pharmacokinetic processes in geriatric patients
- Describe polypharmacy and noncompliance in geriatric medication therapy
- Explain Medicare Part D and its effects on medication dispensing to the geriatric population
- Explain ways in which geriatric medication dispensing will change in the future, and how extended life expectancy will change pharmacy practice

BIOPHARMACEUTICALS

- Identify the names and uses of at least two drugs developed by using recombinant DNA technology
- Explain the four steps in the genetic-engineering process
- Explain briefly how a company gets approval for a biopharmaceutical drug from the FDA

- Describe why biopharmaceuticals, genetic engineering, and stem-cell research are important in the future of pharmacy and the practice of medicine

Medical Administrative Assistant Module

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 for 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.

For Informational
Use Only

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