

# Medical Administrative Assistant

Holland code family: Organizers

## About the Program

The two-term Medical Administrative Assistant program will prepare students for entry-level employment in a healthcare setting. Medical administrative assistants are in many ways similar to other administrative assistants, but they have specialized knowledge about healthcare and the specifics about the type of practice for which they work. They are an essential part of running an efficient medical practice. Effective communication with both patients and medical staff, medical terminology, insurance and billing cycles, and general office procedures are included in this program. Students completing this program will be prepared to take the national Certified Medical Administrative Assistant (CMAA) exam, although certification is not an employment requirement at this time.

## Program Learning Outcomes

The curriculum in RCC courses is derived from a set of identified learning outcomes that are relevant to the discipline. Program learning outcomes for the Medical Administrative Assistant Certificate program are:

Perform health care office procedures that include scheduling, bookkeeping, billing and payment collection, utilizing a working knowledge of medical terminology, body systems, common medications, electronic health records and insurance.

Educate, advocate for, and collaborate with patients and the health care team within the scope of practice.

Compose, edit, proofread, and accurately produce health care and other business documents using appropriate software and equipment within specified timelines.

Integrate computer and communication technologies, as well as critical thinking skills, to accomplish health care office tasks.

Store, retrieve, distribute, and manage information and supplies as per clinic protocol.

Uphold legal and ethical standards and adhere to principles of patient confidentiality within the health care and community environment as defined by HIPAA.

Demonstrate professionalism through acceptable attitude, organization and time management skills, and attire.

Apply verbal, nonverbal, and written communication principles and skills effectively and compassionately within a team setting.

Maintain industry standards of quality control and safety principles in the workplace.

## Entry Requirements

This is a competitive-entry program because of limited clinical space in medical offices as well as the delicate balance of job opportunities in medical administrative assisting. Enrollment is limited.

Students are required to complete the Placement Process to determine skill level and readiness in math, reading, and writing. As part of their training program, students must begin with the courses within their skill level as determined through the Placement Process. In addition, students may also be required to enroll in classes that would increase their employability and success.

Cohort students must meet certain minimum academic requirements (MTH20, RD90 and WR90 or designated placement scores) before starting the program. Students must complete specific health and immunization requirements and background check prior to starting the program, and a drug screen prior to starting practicum experience. This screening process has an associated fee. Contact the Allied Health Department for more information. Visit [www.roguecc.edu/alliedhealth/maa](http://www.roguecc.edu/alliedhealth/maa) for program application details.

## Advanced Standing

Coursework from accredited colleges and universities will be accepted in accordance with college policies and the program coordinator's recommendation. In order to ensure coursework is current, program courses over seven years old must be reviewed and approved by the appropriate program coordinator before being accepted toward core requirements. College Now credit earned in conjunction with local high schools will be accepted in accordance with the current agreement.

## Graduation Requirements

These requirements apply only to students admitted to the program during the current academic year. Students contemplating admission in a later year may have different requirements and must obtain the graduation guide or catalog for that year. Students must complete all courses on this graduation guide with a grade of "C" or better to continue in and complete the program and receive their certificates. If certain required courses are graded only on a pass/no pass basis, a grade of "P" for these courses indicate a student earned the equivalent of a "C" or better grade.



## Prerequisites

Course No.	Course Title	Credits
BT113	Business English I or WR115 Introduction to Expository Writing or higher level composition	0-4
CS/CIS	Approved 3-4 credit Computer Science or Computer Information Science class, CS120/CIS120 or above, or documented computer proficiency within the past ten years.	0-4
HE252	First Aid/CPR or HE112 Emergency First Aid <sup>1</sup> and HE261 CPR/Basic Life Support Provider	2-3
MTH20	Pre-algebra I or designated placement test score	0-4
RD90/WR90	College Reading/Fundamentals of Composition or WR91 Fundamentals of Academic Literacy (WR91 substitutes for both RD90 and WR90) or designated placement test score	0-8

**Total Prerequisite Credits** **2-23**

## Required Courses

Course No.	Course Title	Credits
<b>First Term</b>		
AH100	Medical Terminology: Introduction	3
AH105	Communication and Professional Behavior	2
AH120	Medical Administrative Assistant I	4
BA109	Ready, Set, Work: Techniques for Landing a Job	2
—	Approved program elective(s)	0-4
		11-15
<b>Second Term</b>		
AH121	Medical Administrative Assistant II	4
AH123	Legal and Ethical Issues for Medical Personnel	2
AH130	Concepts in Medical Insurance and Billing	4
AH170	Medical Administrative Assistant: Practicum & Seminar	2
		12

**TOTAL PROGRAM CREDITS** **23-27**

## Approved Program Electives <sup>2</sup>

(0-4 credits allowed)

Course No.	Course Title	Credits
BI100SB	Biology of Human Body Systems	3
BT111	Conflict Management	2
CG144	Introduction to Assertiveness	1

CG155	Exploring Careers in Health Care	3
EMS165	Introduction to Pharmacology for Health Occupations	2
HCI120	Introduction to the Health Care Industry	3
SP100	Basic Communication	3
SPAN101,102,103	First Year Spanish I, II, III	4-4-4
SRV101	Service Learning	1
WR110	Understanding English Grammar	2

<sup>1</sup> American Heart Association (AHA) certification must remain current for the duration of the program.

<sup>2</sup> Additional prerequisites may apply.

For more information regarding the program and selection process, contact the Allied Health Occupations Department:

Grants Pass or Medford . . . . . 541-245-7841  
Toll free in Oregon . . . . . 800-460-6766, Ext. 7841  
email . . . . . alliedhealth@rogucecc.edu  
Web address . . . . . www.rogucecc.edu/alliedhealth/maa  
TTY . . . . . Oregon Telecom Relay Service, 711

This advising guide is for advising purposes only. Please see current college catalog for additional information on specific college policies and graduation requirements.

RCC is an open institution and does not discriminate. For RCC's non-discrimination policy and a full list of regulatory specific contact persons visit the following webpage: [www.rogucecc.edu/nondiscrimination](http://www.rogucecc.edu/nondiscrimination).

