Medical Administrative Assistant w/EHR

LEARNING OBJECTIVES

CareerStep's expert-developed curriculum includes training on ezEMRx software, an industry-standard, government-certified EHR software platform, to ensure you have the hands-on experience you need. With CareerStep's affordable pricing, you get quality online training with one-on-one support. The learning objectives outlined below provide a map of the knowledge and skills you'll gain as you complete each course.

Program Orientation: Medical Administrative Assistant

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report.
- Identify and use program resources.

HealthCare Foundational Knowledge and Basic Science

- Translate medical terminology using abbreviations, word building, and important terms.
- Gain standard knowledge of the healthcare industry and how it works..

Patient Care Coordination and Education

- Review how to administer and coordinate general patient care according to professional best practices.
- Explore the role and responsibilities in administering patient care.
- Explore the role and responsibilities in facilitating patient education.
- Summarize basic communication best practices and potential barriers to effective communication with patients.

Computer Fundamentals

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment and install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

Medical Administrative Assistant

- Describe the differences between common healthcare delivery models.
- Describe the types of services typically offered in medical offices, including general and specialty services.
- Define ancillary services and alternative therapies.

Electronic Medical Records

- Demonstrate how patient records are used and regulated
- Complete tasks required for scheduling a patient
- Clinical information reporting
- Revenue cycle and financial reporting

Communication and Customer Service in the Healthcare Office

- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.
- Identify professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language.

Medical Laws and Ethics

- Describe common legal issues related to prescriptions and medication administration.
- Identify key legal and regulatory aspects of the healthcare environment.
- Analyze key ethical and legal aspects of the medical profession.
- Summarize common legal issues related to medical documentation.

Career Success in Healthcare

- Define "professionalism" and "success" in your own terms
- Differentiate between long-, medium-, and short-range goals
- Assess and develop your time management skills
- Develop plans to enhance your creative and critical thinking

Program Completion

- Prepare to take the next steps after program completion.

Total Hours: 260