

Component II: Administrative

Module A: Medical Office Reception

Topic 1: Role of the Administrative Medical Assistant

Statement of Purpose

To prepare the learner with the basic knowledge and skills necessary to be employed as an Administrative Medical Assistant.

Student Learning Outcomes

Upon completion of this topic, the learner will be able to:

1. Spell and define key terms.
2. List the prerequisite knowledge necessary to begin the Medical Assistant course of study.
3. Summarize the role and responsibilities of an Administrative Medical Assistant
4. State the multiple extended roles of the Administrative Medical Assistant.
5. Identify the training necessary to function as an Administrative Medical Assistant.
6. Cite the legal requirements to function as a Medical Assistant in the State of California.
7. Discuss the salary range paid by various types of facilities in selected geographic locations.
8. Discuss the various organizations available for certification, promotion of professionalism and continuing education opportunities.

Terminology

- | | |
|---|------------------------------------|
| 1. American Association of Medical Assistants (AAMA) | 11. Correspondence |
| 2. American Medical Technologist (AMT) | 12. Educational requirements |
| 3. Administrative | 13. Electronic Health Record (EHR) |
| 4. Authorizations | 14. Legal requirements |
| 5. Certification | 15. Medical Assistant (MA) |
| 6. Clinical Medical Assistant Association (CMAA) | 16. Patient charts/medical records |
| 7. Communication | 17. Patient Portal |
| 8. Continuing education | 18. Professional organization |
| 9. Co-Pay | 19. Referrals |
| 10. Health Insurance Portability and Accountability Act (HIPAA) | 20. Regulations |
| | 21. Scribe (transcribe) |
| | 22. Scope of practice |

References

1. Davis, F.A. (2013). *Taber's Cyclopedic Medical Dictionary* (22nd Ed.). Philadelphia PA: F.A. Davis Company.
2. French, L.L., & Fordney, M.T. & Follis, J. J. (2013). *Administrative Medical Assistant* (7th Ed.) Clifton Park, NY: Delmar, Cengage Learning
3. Blesi, M., Wise, B.A., & Kelley-Arney, C, (2012) *Medical Assisting Administrative and Clinical Competencies* (7th Ed.) Clifton Park, NY: Delmar, Cengage Learning
4. Kronenberger, J., Southard D. L., & Woodson, D. (2013). *Lippincott, Williams & Wilkins' Comprehensive Medical Assisting* (4th Ed.). Philadelphia, PA: Lippincott, Williams & Wilkins.

5. Larsen, W. (2011). *Computerized Medical Office Procedures: A Work text Using Medisoft v16* (3rd Ed.). Philadelphia, PA: Saunders Elsevier.
6. Proctor, D. B. & Young-Adams, A. P. (2011). *Kinn's The Medical Assistant: An Applied Learning Approach* (11th Ed.). Philadelphia, PA: Saunders Elsevier
7. Dennerll, J.T., & Davis, P.E. (2010). *Medical Terminology: A Programmed Systems Approach* (10th Ed.). Clifton Park, NY: Delmar, Cengage Learning.

| Content Outline/Theory Objectives | Suggested Learning Activities |
|---|---|
| <p>Objective 1 Spell and define key terms.</p> <ul style="list-style-type: none"> A. Review the terms listed in the terminology section. B. Spell the terms listed accurately. C. Pronounce the terms correctly. D. Use the terms in their proper context. | <ul style="list-style-type: none"> A. Games: word searches, crossword puzzles, Family Feud, Jeopardy, bingo, spelling bee, hangman, and concentration. B. Administer vocabulary pre-test and post-test. C. Discuss learning gaps and plan for applying vocabulary. |
| <p>Objective 2 List the prerequisite knowledge necessary to begin the Medical Assistant course of study.</p> <ul style="list-style-type: none"> A. Ability to read and comprehend the English language at the 9th grade level or above. B. Ability to perform basic business and medical math skills <ul style="list-style-type: none"> 1. Addition. 2. Subtraction. 3. Decimals. 4. Percents. 5. Fractions. 6. Division. 7. Multiplication. 8. Basic calculation formulas. C. Ability to compose basic correspondence <ul style="list-style-type: none"> 1. Keyboarding 30-45 words per minute. 2. Interoffice memos. 3. Welcome letters to new patients. 4. Office form letters. 5. Collection letters. 6. Referrals, consultations, surgical report letters. 7. Written instructions for patients. 8. Meeting agendas and minutes. 9. Policy and procedure documents. 10. E-mail. | <ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Test skills - worksheet on basic math D. Timed keyboarding test |
| <p>Objective 3 Summarize the role and responsibilities of an Administrative Medical Assistant.</p> <ul style="list-style-type: none"> A. Written and oral communications <ul style="list-style-type: none"> 1. Answer calls from and respond to: <ul style="list-style-type: none"> a. Patients. b. Other providers. c. Insurance payers. d. Family members. e. Pharmacies/labs. f. Other facilities. 2. Participate in person-to-person communications. 3. Prepare telephone messages for staff. | <ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading |

| | |
|---|--|
| <ol style="list-style-type: none"> 4. Provide patient information and education in the form of brochures or printed material from the EHR <ol style="list-style-type: none"> a. Illness information. b. Diet and other special instructions. c. Additional physician directives. 5. Type inter- and intra-office correspondence using word processing or EHR in the form of: <ol style="list-style-type: none"> a. Memos. b. Letters. c. Emails. d. Using templates within the EHR. 6. Provide patient information <ol style="list-style-type: none"> a. Reports. b. Charts. c. Insurance information. <p>B. Obtain patient information for scheduling</p> <ol style="list-style-type: none"> 1. New or established patient. 2. Insurance type. 3. Reason for visit/chief complaint. 4. Change in personal information. 5. Method of payment. <p>C. Schedule appointments</p> <ol style="list-style-type: none"> 1. Initial and follow-up appointments. 2. Reschedule appointments. 3. Cancel appointments. 4. Move appointments. <p>D. Verify insurance benefits.</p> <p>E. Prepare charts for new patients or enter information into EHR.</p> <p>F. Check-in patients</p> <ol style="list-style-type: none"> 1. Collect registration forms. 2. Give HIPAA consent forms. 3. Give practice information forms. 4. Give patients other various practice information. 5. Scan patient ID and insurance card. <p>G. Sort, distribute, and file incoming mail.</p> <p>H. Prepare outgoing mail.</p> <p>I. Assist with current policy and procedures manual.</p> | |
| <p>Objective 4 State the multiple extended roles of the Administrative Medical Assistant.</p> <ol style="list-style-type: none"> A. Secretary. B. Bookkeeper. C. Insurance Coder and Biller. D. Transcriptionist. E. Patient Educator. F. Scribe for physician data entry. G. Administer leases, purchases and contracts <ol style="list-style-type: none"> 1. Maintain files for each category. 2. Maintain list of contacts. | <ol style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading |

| | |
|--|---|
| <p>Objective 5 Identify the training necessary to function as an Administrative Medical Assistant.</p> <ul style="list-style-type: none"> A. Must meet the requirements set forth by the Medical Board of California, Business and Professions Code, laws and regulations relating to the scope of practice of Medical Assistants in the state of California. B. Must meet the requirements set forth by selected educational institutions or programs. | <ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Please refer to www.cmaa-ca.org |
| <p>Objective 6 Cite the legal requirements to function as a Medical Assistant in the State of California.</p> <ul style="list-style-type: none"> A. Business and Professions Code Medical Practice Act sections. B. California code of regulations. | <ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Research current codes and list the implication, e.g. Chapter 13 of Title 16, section 1366 D. Please refer to www.oal.ca.gov |
| <p>Objective 7 Discuss the salary range paid by various types of facilities in selected geographical locations.</p> <ul style="list-style-type: none"> A. Types of facilities available. B. Size of facilities. C. Number of Administrative Medical Assistants employed. D. Specific geographical location. E. Salary range or hourly rates of pay. | <ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Have students conduct research by contacting a minimum of three health care facilities in your geographical area, in person or by written communication. Have students survey the beginning salary ranges. Report who they spoke to, date, location, and salary. Divide up facilities to prevent student overlap of calls and information. |
| <p>3. Medical Assistants may be certified in administrative 3. Accredits Medical Assistant training programs, community colleges and private schools. 4. Sets standard for the entry-level Medical Assistant. 5. Provides legislative protection and lobbying efforts. 6. Offers continuing education opportunities.</p> <p>B. American Medical Technologists, Registered Medical Assistants (AMT-RMA)</p> <ul style="list-style-type: none"> 1. National certifying body for Medical Laboratory Technicians, Medical Technician, Dental Technician and Medical Assistants <ul style="list-style-type: none"> a. Each profession has its own certification process. b. Medical Assistants must be certified in both | <ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Have students contact the organizations and request applications for membership. |

| | |
|--|--|
| <p>administrative and clinical categories.</p> <p>2. Offers continuing education opportunities.</p> <p>C. California Certifying Board for Medical Assistants (CCBMA)</p> <p>1. Certifying body in California.</p> <p>2. Offers different options for becoming certified</p> <p>a. Administrative alone.</p> <p>b. Clinical alone.</p> <p>c. Combination administrative and clinical.</p> <p>3. Offers continuing education opportunities</p> | |
|--|--|