

11-Hour Medical Administration Curriculum

Designed to Follow a 48-Hour Microsoft Office Skills Program

Program Overview

This 11-hour Medical Administration curriculum is designed as a continuation course that immediately follows a 48-hour Microsoft Office Skills curriculum. Students entering this course should already possess foundational skills in:

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Microsoft Teams
- File management and organization
- Basic keyboarding and computer navigation
- Professional email communication
- Basic data entry skills

The Medical Administration curriculum builds upon these skills by applying them directly to healthcare office environments and administrative workflows.

Curriculum Goals

By the end of the 11-hour Medical Administration course, students will be able to:

1. Understand the role and responsibilities of a Medical Administrative Assistant.
 2. Demonstrate professional communication in a healthcare setting.
 3. Apply HIPAA privacy and confidentiality principles.
 4. Schedule patient appointments using medical office procedures.
 5. Manage patient intake and registration processes.
 6. Understand basic medical terminology used in front-office settings.
 7. Handle medical records and documentation procedures.
 8. Process basic insurance and billing terminology.
 9. Use Microsoft Office applications in healthcare office scenarios.
 10. Demonstrate professionalism and customer service skills in medical environments.
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Recommended Delivery Format

- Total Hours: 11 Hours
 - Suggested Schedule Options:
 - Option A: 5 sessions at 2 hours each + 1-hour final review
 - Option B: 2 full-day workshops + review sessionIC
 - Option C: 11 one-hour online modules
 - Delivery Methods:
 - Instructor-led classroom
 - Zoom live instruction
 - Hybrid learning
 - Online synchronous instruction
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Required Materials

Students should have access to:

- Computer with internet access
 - Microsoft Word
 - Microsoft Excel
 - Microsoft Outlook
 - Printer/scanner access (preferred)
 - Sample medical forms
 - HIPAA handouts
 - Patient scheduling templates
 - Insurance terminology worksheets
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Course Outline

Module 1 — Introduction to Medical Administration

Duration: 1 Hour

Learning Objectives

Students will:

- Understand the role of a Medical Administrative Assistant
- Identify healthcare office environments
- Recognize essential front-office responsibilities
- Understand professionalism expectations in healthcare settings

Topics Covered

- Overview of healthcare facilities
- Duties of a medical administrative professional
- Front office vs. back office responsibilities
- Workplace professionalism
- Communication expectations
- Appearance and etiquette

Microsoft Office Integration

- Using Microsoft Word for office correspondence
- Outlook email etiquette in healthcare settings
- Organizing digital patient files

Activities

- Healthcare office role discussion
- Professional communication scenarios
- Sample medical office workflow review

Assessment

- Participation discussion
- Short professionalism quiz

Module 2 — HIPAA and Patient Confidentiality

Duration: 1.5 Hours

Learning Objectives

Students will:

- Understand HIPAA basics

- Identify protected health information (PHI)
- Apply confidentiality procedures
- Recognize HIPAA violations

Topics Covered

- Introduction to HIPAA
- Patient privacy rights
- Protected Health Information (PHI)
- Confidential communication
- Secure document handling
- Email and electronic communication safety

Microsoft Office Integration

- Password-protecting Word and Excel files
- Secure email practices in Outlook
- Managing confidential digital records

Activities

- HIPAA violation case studies
- Secure communication exercises
- Confidentiality role-play scenarios

Assessment

- HIPAA knowledge quiz
- Case study review

Module 3 — Medical Terminology for Administrative Staff

Duration: 2 Hours

Learning Objectives

Students will:

- Understand common medical terminology
- Identify prefixes, suffixes, and root words

- Recognize terminology used in scheduling and patient records
- Use terminology accurately in administrative tasks

Topics Covered

- Basic anatomy terminology
- Common medical abbreviations
- Body systems overview
- Frequently used front-office terminology
- Insurance and billing vocabulary basics

Microsoft Office Integration

- Creating medical terminology study sheets in Word
- Using Excel for terminology tracking and quizzes

Activities

- Terminology matching exercises
- Pronunciation practice
- Medical vocabulary games
- Medical office communication scenarios

Assessment

- Terminology quiz
 - Vocabulary worksheet completion
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Module 4 — Patient Scheduling and Office Communication

Duration: 2 Hours

Learning Objectives

Students will:

- Schedule patient appointments accurately
- Demonstrate professional phone etiquette
- Handle appointment confirmations and cancellations
- Understand office workflow coordination

Topics Covered

- Appointment scheduling procedures
- New patient vs. returning patient scheduling
- Phone communication standards
- Appointment reminders
- Calendar management
- Managing difficult conversations professionally

Microsoft Office Integration

- Outlook calendar scheduling
- Excel appointment tracking logs
- Word templates for appointment reminders

Activities

- Telephone role-play exercises
- Scheduling simulations
- Appointment workflow exercises
- Patient communication practice

Assessment

- Scheduling accuracy exercise
 - Communication role-play evaluation
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Module 5 — Patient Registration and Medical Records

Duration: 2 Hours

Learning Objectives

Students will:

- Complete patient intake procedures
- Understand patient registration forms
- Organize medical records properly
- Maintain accurate documentation

Topics Covered

- Patient intake procedures
- Demographic information collection
- Consent forms
- Medical records management
- Electronic Health Records (EHR) overview
- Filing and documentation standards

Microsoft Office Integration

- Word forms and templates
- Excel patient tracking spreadsheets
- Digital file organization systems

Activities

- Patient registration simulations
- Medical form completion exercises
- Filing and organization practice

Assessment

- Patient intake practical exercise
 - Documentation review
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Module 6 — Introduction to Insurance and Billing Concepts

Duration: 1.5 Hours

Learning Objectives

Students will:

- Understand basic insurance terminology
- Identify common insurance types
- Recognize billing workflow basics
- Understand patient payment responsibilities

Topics Covered

- Insurance terminology
- Copays, deductibles, and premiums
- PPO, HMO, Medicare, and Medicaid basics
- Prior authorizations overview
- Front-office billing responsibilities
- Payment collection procedures

Microsoft Office Integration

- Excel billing tracking worksheets
- Word payment policy forms
- Outlook communication with patients

Activities

- Insurance terminology exercises
- Payment scenario discussions
- Billing workflow overview activities

Assessment

- Insurance terminology quiz
 - Billing concepts worksheet
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Module 7 — Customer Service and Professional Success

Duration: 1 Hour

Learning Objectives

Students will:

- Demonstrate professional customer service skills
- Handle workplace challenges professionally
- Build confidence in medical office interactions
- Prepare for entry-level healthcare administrative positions

Topics Covered

- Customer service in healthcare

- Managing stressful situations
- Professional boundaries
- Team communication
- Time management
- Career pathways in medical administration

Microsoft Office Integration

- Resume formatting in Word
- Professional email communication in Outlook
- Basic reporting in Excel

Activities

- Customer service role-play
- Workplace professionalism scenarios
- Resume and interview discussion

Assessment

- Participation evaluation
 - Professional communication activity
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Final Review and Competency Evaluation

Duration: 1 Hour

Components

- Comprehensive course review
- Medical office workflow simulation
- HIPAA review
- Scheduling and communication scenarios
- Final knowledge assessment

Suggested Final Activities

- Mock front-desk simulation
- Patient check-in exercise
- Appointment scheduling scenario
- Professional email exercise

Final Assessment Methods

- Written quiz
 - Skills demonstration
 - Participation evaluation
 - Instructor observation
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Instructional Strategies

Recommended teaching strategies include:

- Interactive demonstrations
 - Guided practice
 - Real-world medical office simulations
 - Role-playing exercises
 - Small group discussions
 - Hands-on Microsoft Office activities
 - Scenario-based learning
 - Case study analysis
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Suggested Grading Breakdown

Assessment Type	Percentage
Participation and Attendance	20%
Quizzes and Worksheets	25%
Microsoft Office Activities	20%
Role-Play and Simulations	20%
Final Assessment	15%

Career Outcomes

After completion of the Microsoft Office Skills curriculum and this Medical Administration curriculum, students may pursue entry-level positions such as:

- Medical Administrative Assistant
- Medical Receptionist
- Front Office Coordinator

- Patient Services Representative
 - Medical Office Assistant
 - Healthcare Scheduling Coordinator
 - Administrative Support Specialist
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Recommended Next-Step Training

Students may continue training in:

- Medical Billing and Coding
 - Electronic Health Records (EHR)
 - Certified Medical Administrative Assistant (CMAA)
 - Medical Terminology Advanced Studies
 - Healthcare Customer Service
 - Insurance Claims Processing
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Instructor Notes

This curriculum is intentionally designed to complement Microsoft Office training by emphasizing practical healthcare office applications. Students should frequently apply Word, Excel, Outlook, and organizational skills throughout the course.

Instructors are encouraged to:

- Use realistic healthcare office scenarios
 - Demonstrate professionalism consistently
 - Provide hands-on administrative exercises
 - Reinforce HIPAA compliance regularly
 - Encourage confidence-building communication skills
 - Connect Microsoft Office skills directly to healthcare workflows
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Sample Weekly Schedule (Suggested)

Session	Topic	Hours
Session 1	Introduction + HIPAA	2.5
Session 2	Medical Terminology	2

Session	Topic	Hours
Session 3	Scheduling and Communication	2
Session 4	Patient Registration and Records	2
Session 5	Insurance/Billing + Customer Service	2.5
Session 6	Final Review and Assessment	1

Total Hours: 11

Completion Certificate Recommendation

Students who successfully complete:

- 48 Hours Microsoft Office Skills Training
- 11 Hours Medical Administration Training

may receive a combined certificate title such as:

"Microsoft Office and Medical Administration Fundamentals"

or

"Medical Office Administration with Microsoft Office Applications"

End of Curriculum