

Computerized Office Procedures Medical Administration

Course Description

Course Title: **Computerized Office Procedures Medical Administration**

This course is designed to prepare students for entry-level administrative roles in healthcare settings by combining essential Microsoft Office computer skills with foundational knowledge of medical office administration. The program includes 48 hours of online instruction focused on Microsoft Word, Excel, and Outlook, followed by 11 hours of online instruction in the fundamentals of medical administration.

During the Microsoft Office portion of the course, students will develop practical computer skills necessary for today's medical office environment. Instruction includes creating and formatting professional documents in Microsoft Word, organizing and analyzing data using Microsoft Excel, and managing email, calendars, contacts, and scheduling with Microsoft Outlook. Students will gain hands-on experience using these applications to complete common administrative tasks found in healthcare settings.

The medical administration component introduces students to the essential functions of a medical administrative professional. Topics include medical office workflow, patient scheduling, appointment management, professional communication, customer service, confidentiality and HIPAA compliance, medical terminology, electronic health records (EHR), insurance basics, patient registration, telephone etiquette, and best practices for providing quality patient support.

This course is intended for individuals seeking employment as medical administrative assistants, medical receptionists, patient service representatives, or those wishing to strengthen their administrative and computer skills for employment in healthcare environments. No prior healthcare or Microsoft Office experience is required.

Program Mission & Objectives

The **Computerized Office Procedures Medical Administration** will provide the skills necessary for medical office administrative support in a variety of job positions. The student will learn basic computer application skills, including the basics of Microsoft Word, Excel and Outlook for Medical administration |

Commented [PE1]: This is where we will add the new material.

The objective of this program is to train and empower students to significantly enhance workplace efficiency by learning core competencies in Microsoft Office applications. This curriculum is designed to provide students with essential resources and strategies for the professional presentation, organization, and management of data, promoting versatility and ease of use. By training students in these competencies, the program ensures that graduates are prepared to meet the dynamic demands of administrative, business, and data-focused roles with confidence and proficiency. |

Commented [PE2]: This is where we will add the new material.

Word will allow students to create documents. Excel will teach you to manage and analyze data Outlook will improve your email and schedule management. These combined skills will not only boost productivity but also provide a competitive edge in both academic and professional environments, preparing students for various tasks in business, administration, and beyond. |

Commented [PE3]: We need to add verbiage for the additional 12 hours of training

The accompanying 11-hour Medical Administrative Assistant program is designed as an intensive introduction to front-office healthcare roles, often focusing on receptionist duties, scheduling, and medical terminology.

Learning Outcomes

The **Computerized Office Procedures Medical Administration** is crafted to provide students with basic core competencies of essential Microsoft Office applications, empowering them to meet the demands of medical administrative environments. This program focuses on practical, application-based learning, ensuring students graduate with a robust, versatile skill set that enhances productivity, supports organizational goals, and provides a competitive edge in professional settings.

Upon successful completion of the course, students will be able to:

- **Demonstrate proficiency in Microsoft Word, Excel, and Outlook for healthcare administrative tasks.**
- **Create, edit, and manage professional documents, spreadsheets, and electronic communications.**

- Apply effective organizational and time management skills using Microsoft Office applications.
- Explain the roles and responsibilities of a medical administrative professional.
- Demonstrate professional communication and customer service skills appropriate for healthcare settings.
- Apply HIPAA privacy and confidentiality principles in a medical office.
- Perform basic patient scheduling, registration, and medical office procedures.
- Recognize common medical terminology and understand the fundamentals of healthcare documentation and administrative operations.

By developing these core competencies across the Microsoft Office suite—Word, Excel, PowerPoint and Outlook, —students will acquire a comprehensive skill set that prepares them to execute a variety of tasks in business, administration, and beyond. The combination of these essential workplace applications will boost students' productivity, refine their technical abilities, and provide them with a competitive edge in both academic and professional environments. This program's commitment to skillful application-based training ensures that graduates are well-prepared to contribute effectively in diverse administrative and professional roles.

Course Information

Instructor: Julie Erickson/Mackenzie Bell

Instructional Mode/Method: Google Classroom

Office: 2775 N Ventura Rd #213. Oxnard CA, 93036

Office Telephone: 805-850-1530

Email: jerickson@ctivoc.com, mbell@ctivoc.com

Total Clock Hours:

48 Hours - Microsoft Office Skills for Medical Administration

11 Hours - Fundamentals of Medical Administration

Prerequisite

Prospective students must complete a pre-admission assessment to evaluate their readiness, and a high school diploma / GED equivalency or Higher Education (AA, Bachelor), and be eighteen years of age.

Program Structure

Duration: 4 Weeks

Class Frequency: 3 classes per week (Monday, Wednesday, Friday) 08:00AM to 12:00PM

Class Duration: 4 hours per class

Total Weekly Hours: 12 hours

Participation

Students are expected to participate in all online activities as listed in the “Course Structure” section of the syllabus. Students are monitored and tracked via Google Classroom. Students should access the course every Monday, Wednesday, and Friday from 0800 to 1200 (PST). Students will take all tests, quizzes and online class tasks via Google Classroom when assigned by the instructor.

Meaningful Interaction

Students interact in every class session via Google Classroom with the instructor and have the opportunity to communicate with the instructor via email. Google Classroom allows students and instructors to interact via chat boards, which opens a dialog between the class and instructors.

Faculty-Student Engagement: Faculty will respond to student emails within 48 hours and provide individualized assignment feedback via Google Classroom within five days. Faculty will also initiate weekly discussion prompts in Google Classroom, encouraging student interaction and class dialogue.

Course Requirements

This course is an online program and will not require a physical onsite facility for the students.

Required Equipment: The use of a laptop, Desktop, or tablet (smartphones are not recommended) with the following minimum specifications: **Hardware:** Active internet connection (High speed/Broadband connection recommended, 800X600 minimum resolution (1024X768 or higher recommended), Webcam, Sound card and speakers (Earphones recommended), Available USB port.

Required Software: Microsoft Office Suite or Microsoft 365), Windows Media Player 9 (ver. 7 or higher), Adobe Acrobat Reader, Microsoft 365. Browser: Microsoft Edge, Safari Mac only), Google Chrome, JavaScript, and cookies must be enabled. Operating System: Microsoft Windows (10, 11, with latest service pack), Mac OS X (10.4.11 or greater)

Graduation Requirements

To complete this program, a student must complete all prescribed sections and pass the final exam with a 70% final score.

Student Satisfactory Academic Progress Checkpoints: Students are expected to achieve a passing score (70%) on weekly module exams, completed in Google Classroom. Failure to meet this threshold in any module will result in an academic alert and initiate a support meeting with the instructor. Students on academic alert will have access to additional resources, such as study guides and optional tutoring sessions, and must attend progress meetings to maintain enrollment in the program.

Course Materials and Assignments:

All course materials, including lectures, assignments, quizzes, and supplemental resources, will be posted in Google Classroom. You can access these materials anytime by logging into your Classroom account.

Announcements and Communication: Important updates, announcements, and deadlines will be posted in Google Classroom. Be sure to regularly check the "Stream" section for new information.

Submitting Assignments: Assignments can be submitted directly in Google Classroom before the due date. Follow the instructions provided in each assignment post for details on submission formats and deadlines.

Technical Support: Students can access resources directly within Google Classroom or contact the instructor.

By following these steps, students will have continuous and reliable access to all course components, ensuring a seamless learning experience.

The course text:

Textbook:

- **Title:** The Microsoft Office 365 Bible: The Most Updated and Complete Guide to Excel, Word, PowerPoint, Outlook, OneNote, OneDrive, Teams, Access, and Publisher from Beginners to Advanced
- **Author:** James Holler
- **Publisher:** PublishDrive
- **ISBN 13:** 9798368031231

The text content will be used as dictated by the syllabus. It will not be covered in its entirety as it contains additional intermediate and advanced content that students may pursue if they would like to advance their skills in the Microsoft Office suite of programs

Final Tests or Exams

Students are evaluated through written exams and performance assessments. These exams are delivered via Google Classroom, where students can check their progression and test scores.

By completing the full Microsoft suite of sections, including Word, Excel, PowerPoint, and Outlook, students will develop a comprehensive skill set that will enhance their proficiency in essential

workplace applications.

In Google Classroom, you'll take your tests in a streamlined, user-friendly way. Your teacher will post quizzes or exams that you can access directly within the platform, often through Google Forms. Once you complete and submit the test, you may receive instant feedback for certain question types, like multiple-choice or true/false. For written responses, your teacher can provide personalized feedback and scores after reviewing your answers. You'll also be able to see your submission history and any comments from your teacher, making it easy to track your progress and improve.

Mode/Method - Google Classroom Access (Learning Management System) (LMS)

This course will be delivered online through a *course management system* named *Google Classroom*.

To access this course on Google Classroom, you will need an internet connection and a supported Web browser (Microsoft Edge, Firefox, Safari, Google Chrome). To ensure that you are using a supported browser and have the required plug-ins, please check your system settings.

Google Classroom will be the primary platform for all course management, including assignment distribution, assessments, and grading. Students will complete quizzes and exams and receive instant feedback through Google Classroom. Grades will be accessible in real-time, ensuring transparency of academic progress. For technical support, students can access resources directly within Google Classroom or contact the instructor.

Google Classroom is a free web-based platform designed to help educators manage and streamline their classes. It allows teachers to create and distribute assignments, communicate with students, and organize class materials online. Students can use it to access assignments, submit work, and communicate with teachers and classmates.

- **Google Classroom** – An Online course platform in which students can take their tests, check grades, and participate in online course chat boards with classmates and instructors.
- **Google Classroom** – A General Information and Resources: -
<https://sites.google.com/view/classrooms-workspace/>
- Pre-Orientation Video: <https://youtu.be/IMOLD3CNZaU?si=BN4hgn7ksynqtV4o>

Course Access

How to Access the Course via Google Classroom

To ensure all students can easily access and participate in the course, we have implemented Google Classroom for course materials, assignments, and communication.

Course Orientation Session

To ensure all students are prepared for online learning, a mandatory orientation session will be held on the first day of class. The session will cover:

- Navigating Google Classroom (viewing assignments, taking quizzes, and accessing grades)
- Overview of technical requirements and troubleshooting tips
- Q&A session to address student questions about online tools

Accessing the Course via Google Classroom:

1. **Google Classroom Enrollment:** Upon registration, you will be provided with an invite link or class code to join the course in Google Classroom. Use your Google account to access Google Classroom at <https://classroom.google.com>.
2. **Course Materials and Assignments:** All course materials, including lectures, assignments, quizzes, and supplemental resources, will be posted in Google Classroom. You can access these materials anytime by logging into your classroom account.

3. **Announcements and Communication:** Important updates, announcements, and deadlines will be posted in Google Classroom. Be sure to regularly check the "Stream" section for new information.
4. **Submitting Assignments:** Assignments can be submitted directly in Google Classroom before the due date. Follow the instructions provided in each assignment post for details on submission formats and deadlines.
5. **Technical Support:** If you experience any issues accessing Google Classroom, technical support is available via email or phone, provided by the institution.

By following these steps, students will have continuous and reliable access to all course components, ensuring a seamless learning experience.

Steps to Get a Google Classroom Account

1. **Create a Google Account (if you don't have one):**
 - Go to <https://accounts.google.com/signup>.
 - Fill in the required information such as your name, username, and password.
 - Follow the on-screen instructions to verify your account and complete the setup.
2. **Sign In to Google:**
 - Once you have a Google account, visit <https://www.google.com> and click "Sign in" at the top right.
 - Enter your Google account credentials (email and password) to sign in.
3. **Access Google Classroom:**
 - Go to <https://classroom.google.com>.
 - Click "Go to Classroom."
 - If prompted, sign in using your Google account email and password.
4. **Join a Class:**
 - Once you are in Google Classroom, click the "+" sign at the top right of the page.
 - Select "Join class" from the dropdown menu.
 - Enter the class code provided by your instructor and click "Join."
5. **Set Up Notifications (Optional):**
 - After joining the class, you can customize your notification preferences by clicking the three horizontal lines (menu) in the top left corner.
 - Select "Settings" and toggle notifications on or off based on your preferences.

You are now set up with a Google Classroom account and ready to access your course materials and assignments.

Grading Policy

A student enrolling in the program is required to complete a minimum of 48 hours and 70% final score on “Unit Tests” “Module Exams” and “Final Exam” Students who score lower than 70% can retake the “Unit Test” and “Module Exams” as many times as they would like. Students who fail the “Final Exam have up to two additional times for a total of three times at no additional cost. Retakes may be taken after a failed attempt.

Points	Description
25	Multiple Choice Exam: Microsoft Word Proficiency
25	Multiple Choice Exam: Microsoft Excel Proficiency
25	Multiple Choice Exam: Microsoft Outlook Proficiency
35	Final Exam
110 Total Points Possible	

- 10 extra points are given in the total to ensure student success in passing the course. Anything above 100 points is considered a perfect passing grade.

Grading Breakdown The final grade will be calculated based on the following weighted components: - ****Module Exams**** (Word, Excel, PowerPoint, Outlook): 60% - ****Class Participation and Weekly Discussions**** (through Google Classroom): 10% - ****Final Exam**** (cumulative across all modules): 30% Each module exam carries equal weight. Participation includes weekly discussion responses and engagement with instructor feedback in Google Classroom. The final exam synthesizes skills and knowledge from each module, with a required passing score of 70% to complete the program successfully.

Viewing Grades

Students will access and receive immediate testing scores through Google Classroom and can view their progress. **To view grades, log in to Google Classroom > Choose your course > Click on the tab titled "Grades"**

Letter Grade Assignment

Percentage	Grade
90 – 100%	A
80 – 89%	B
70 – 79%	C
60 – 69%	D
Below 60%	F

Complete Assignments: (The only assignments to be completed are the course exams.)

1. Multiple Choice Exam: Microsoft Word Proficiency
2. Multiple Choice Exam: Microsoft Excel Proficiency
3. Multiple Choice Exam: Microsoft PowerPoint Proficiency
4. Multiple Choice Exam: Microsoft Outlook Proficiency
5. Final Exam

In Class Skill Tasks (Non-Graded)

1. Microsoft Word: Document Creation and Formatting
 - Task 1: Create a company newsletter template. Include sections for a company update, an employee spotlight, and upcoming events. Format text, add headings, insert a table, and include company branding elements.
 - Task 2: Design a professional cover letter template with a header and footer, standardized formatting, and placeholders for names and dates. Use mail merge to create individual letters for a list of five potential employers.
 - Task 3: Prepare a document with multiple styles and sections. Include a table of contents, a bibliography, and references. Use advanced formatting options and proofing tools to ensure accuracy.
2. Microsoft Excel: Data Management and Analysis
 - Task 1: Create a budget spreadsheet for a small business. Include columns for income, expenses, and a calculated balance. Use formulas to sum totals and create a pie chart illustrating spending categories.
 - Task 2: Build a sales report workbook for a fictional company. Use tables to organize data, apply conditional formatting to highlight key performance indicators, and include a pivot table to summarize sales by region.
 - Task 3: Create a dynamic dashboard that pulls data from multiple sheets. Use lookup functions, graphs, and slicers to allow filtering, giving students experience in presenting data interactively.
3. Microsoft Outlook: Email and Schedule Management
 - Task 1: Simulate a workday by organizing emails, scheduling meetings, and assigning tasks. Create contact groups, categorize emails by importance, and set follow-up reminders for messages requiring responses.
 - Task 2: Set up a meeting with multiple attendees and resources (like a conference room). Add agenda items and set recurrence options. Practice using delegation features to assign tasks to another user.
 - Task 3: Use calendar-sharing and permissions to coordinate schedules with a mock team, demonstrating how to handle scheduling conflicts and find mutually convenient times.

Technical Assistance

Internet: Contact your internet provider

Class Meeting: Contact Instructor Julie Erickson – jerickson@ctivoc.com

Technical Support: Shaun Moon – smoon@ctivoc.com

Google Classroom: Contact Google Classroom

<https://support.google.com/edu/classroom/?hl=en#topic=10298088>

Course Technical Support

For assistance with course access and technical issues (contact hours are Monday – Friday 9AM – 4PM PST): **Google Classroom** – Julie Erickson – jerickson@ctivoc.com or call 805-850-1530

Technical Support: Contact IT - Shaun Moon – smoon@ctivoc.com

Course Structure

Orientation

Week 1: Monday 08:00 AM to 10:00 AM

Description:

At the beginning of the first course, students will be trained in accessing, navigation, assignment submission, discussions, and the use of Google Classroom. Before the start of the course, each student will have their systems preconfigured for Google Classroom and verified to meet the minimum requirements. Additional resources, i.e., videos, a PowerPoint presentation, and Google Classroom, will be linked in the Google Classroom Topic. Individual assistance is available for students who need assistance.

Prerequisites: None

Objectives:

Upon successful completion of the Word coursework, students will learn to:

- **Accessing Google Classroom:** How to log in with their Google account.
- **Navigating the Interface:** Locating classwork, assignments, and announcements.
- **Submitting Assignments:** Steps for uploading files, turning in work, and potentially using Read & Write for Google Chrome for PDF interaction.
- **Understanding Class Details:** Knowing the class schedule, supply lists, and communication methods.

Clock Hours:

2 hours

Unit Quiz: Google Classroom

MICROSOFT WORD

Week 1: Monday 10:00 AM to 12:00 PM, Wednesday 10:00 AM to 12:00 and Friday

10:00 AM to 12:00 PM

Description:

In this course, students will gain a comprehensive understanding of Microsoft Word. The course covers essential functions including creating and formatting documents. Students will learn how to create and manage documents, format text, paragraphs, and sections, create tables and lists, apply references, insert and format objects and manage document options and settings. Students will learn how to create professional-quality documents, customize templates, and enhance document content with various elements.

Prerequisites: None

Objectives:

Upon successful completion of the Word coursework, students will learn to:

- Create and manage documents
- Format text, paragraphs, and sections
- Create tables and lists
- Apply references
- Insert and format objects
- Manage document options and settings

Clock Hours:

14 hours

Unit Exam: Word

Textbook:

- **Title:** The Microsoft Office 365 Bible: The Most Updated and Complete Guide to Excel, Word, PowerPoint, Outlook, OneNote, OneDrive, Teams, Access, and Publisher from Beginners to Advanced
- **Author:** James Holler
- **Publisher:** PublishDrive
- **ISBN 13:** 9798368031231

MICROSOFT EXCEL

Week 2: Monday 10:00 AM to 12:00 PM, Wednesday and Friday 10:00 AM to 12:00 PM

Description

Excel course, students will learn to create and edit a workbook with multiple sheets and use graphic elements to represent data visually. Workbook examples include professional-looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.

Prerequisites: None

Objectives

Upon successful completion of Excel coursework, students will learn to:

- Create worksheets and workbooks
- Search for data within a workbook
- Format worksheets and workbooks
- Customize options and views for worksheets and workbooks
- Configure worksheets and workbooks for distribution
- Manage data cells and ranges
- Summarize and organize data
- Create and manage tables
- Manage table styles and options
- Filter and sort tables
- Perform operations with formulas and functions
- Create charts and objects
- Format graphic elements
- Insert and format objects for data presentations

- Use Pivot tables in medical administration are powerful data tools used to **summarize, analyze, and organize large healthcare datasets** like billing records, patient visits, and staff allocation. They help clinic and hospital managers quickly turn raw numbers into clear, actionable insights without altering original files.

Key Uses in Healthcare

- **Billing and Claims Analysis:** Track total charges, denied claims, and payments received by sorting procedure codes and insurance providers.
- **Patient Demographics:** Count patient volumes, tracking visits by age groups, zip codes, or primary care physicians.
- **Resource and Staffing:** Monitor emergency room wait times, bed occupancy rates, and staff shift hours across different departments.
- **Referral Tracking:** Evaluate referral trends by seeing which outside doctors send the most patients to your facility. [[1](#), [2](#), [3](#), [4](#), [5](#)]
-

Clock Hours

14 hours

Unit Exam: Excel

Textbook:

Illustrated Microsoft Office 365 & Office 2016 for Medical Professionals, Loose-leaf Version

Author: [David W. Beskeen](#) (Author), [Jennifer Duffy](#) (Author), [Lisa Friedrichsen](#) (Author), [Elizabeth Eisner Reding](#) (Author)

MICROSOFT OUTLOOK

Week 2: Monday 10:00 AM to 12:00 PM, Wednesday and Friday 10:00 AM to 12:00 PM

Description

This course teaches how to manage email message content using character and paragraph formatting, create or insert graphic elements such as charts, tables, and SmartArt graphics into messages, create contact records, tasks, and appointments from incoming messages, and set up contact groups to facilitate communication with other Outlook users. Students will also learn to schedule meetings involving people and system resources, delegate tasks, and personalize the Outlook program window and Quick Access Toolbar for maximum efficiency. Students will learn to organize messages and other Outlook items and display different views of mail folders and the calendar, address book, and task list. They will also learn to display multiple calendars and share calendars with other Outlook users.

Prerequisites: None

Objectives

In this course, students will:

- Manage the Outlook environment by customizing settings, automating tasks, printing, saving information, and searching in Outlook
- Manage messages by creating, formatting, organizing, and managing messages
- Manage schedules by creating and managing calendars, appointments, notes, tasks, and journals
- Manage contacts and groups

Clock Hours

10 hours

Unit Exam: Outlook

Textbook:

Illustrated Microsoft Office 365 & Office 2016 for Medical Professionals, Loose-leaf Version

Author: [David W. Beskeen](#) (Author), [Jennifer Duffy](#) (Author), [Lisa Friedrichsen](#) (Author), [Elizabeth Eisner Reding](#) (Author)

11-Hour Medical Administration Curriculum

Following a 48-Hour Microsoft Office Skills Program For Medical Administrators

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
- 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.
-

Recommended Delivery Format

- Total Hours: 11 Hours
 - Suggested Schedule Options:
 - 5 sessions at 2 hours each + 1-hour final review
 - Delivery Methods:
 - Instructor-led classroom
 - Google Classroom live instruction
 - Online synchronous instruction
-

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
-

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

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

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

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

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

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

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

Grading Breakdown

Assessment Type	Percentage
Participation and Attendance	20%
Quizzes and Worksheets	25%

Assessment Type	Percentage
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

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

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

Weekly Schedule

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

Will receive certification from NCCT: National Certified Medical Office Assistant (NCMOA).

End of Curriculum