CLINICAL TRAINING INSTITUTE

Your new career starts here...



Real Skills. Real Opportunities. Better Futures.

FUNDAMENTALS OF FRONT OFFICE MEDICAL ADMINISTRATION FOR HEALTHCARE PROFESSIONALS

Gain the knowledge and hands-on skills to launch your career in healthcare administration.

MEDICAL ADMINISTRATION
THE FOUNDATION FOR YOUR HEALTHCARE CAREER

Course Description:

Designed to prepare students for entry-level administrative positions in healthcare facilities. Students learn foundational medical front-office procedures, health record management, patient scheduling, basic billing/coding concepts, and 24 hours of dedicated healthcare computer software training in Microsoft Outlook, Word, and Excel.

Total Clock Hours: 59 Hours (Lecture: 25 Hours, Lab/Practical: 34 Hours)
Instructional Delivery: Online Google Classroom LMS
Prerequisites: High School Diploma or GED equivalent

WHAT YOU'LL LEARN

- Medical office workflow and daily operations
- Patient registration and appointment scheduling
- Appointment management and patient support
- Front-office and back-office responsibilities
- Professional communication and customer service
- Telephone etiquette and workplace professionalism
- Medical terminology
- Electronic Health Records (EHR)
- Insurance basics
- Confidentiality and HIPAA compliance

PRACTICAL, HANDS-ON TRAINING
Learn through realistic healthcare office scenarios and administrative exercises that connect your skills to real-world medical office workflows.

WHO SHOULD ENROLL?

This course is ideal for individuals interested in entry-level positions such as:

- Medical Administrative Assistant
- Medical Receptionist
- Patient Service Representative

It's also a great opportunity for anyone looking to strengthen their administrative, computer, and workplace skills for employment in healthcare.

NO PRIOR EXPERIENCE REQUIRED
No previous healthcare or Microsoft Office experience is needed.

COMPUTER & OFFICE SKILLS

Build the practical computer skills you need for today's medical office environment.

Gain hands-on experience using Microsoft Office applications to complete common administrative tasks in healthcare settings.

Microsoft Word
- Create and format professional documents
- Produce clear, polished communication

Microsoft Excel
- Organize and analyze data
- Manage patient and office information

Microsoft Outlook
- Manage email, calendars, contacts, and scheduling
- Stay organized and keep your day on track

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TAKE THE NEXT STEP TOWARD YOUR HEALTHCARE CAREER

Ask your Academic Counselor about
Fundamentals of Front Office Medical Administration

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