

Medical Front Office + Phlebotomy

Training Provider: Community College of Baltimore County (CCBC)

Program Address: CCBC Essex Campus: 7201 Rossville Boulevard, Baltimore, MD 21237

OR

CCBC Randallstown Extension Center, Liberty Center: 3637 Offutt Road Randallstown, MD 21133

Note: Additional locations will be determined for clinical placements

Program Description:

During this program, you will learn medical administrative skills and gain experience in giving direct care to patients. You will learn and practice the following basic skills needed to do well in this job including:

- Drawing blood and collecting samples
- Getting medical instruments or equipment ready for use
- Explaining technical medical information to patients
- Customer service skills
- Key medical terms
- What the HIPAA law is and how it impacts your work
- CPR
- Storing and finding information for staff, patients, and clients
- Registering patients and scheduling appointments using Electronic Health Records systems
- Processing payments

Also, you will increase your professional skills by preparing to succeed at a job, gaining basic computer skills for the field, and learning to manage your money well.

You will also complete an **80-hour clinical experience**, where you will get to learn from professionals in a real medical setting.

Credential or Certification Earned:

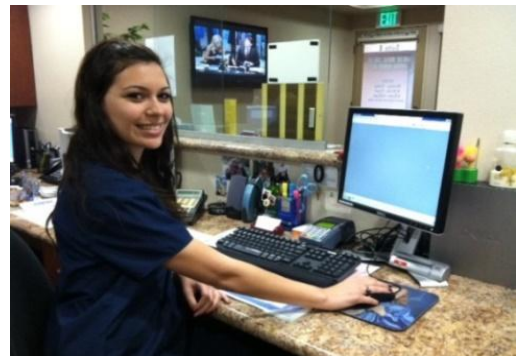
By completing this program, you will earn a CCBC Continuing Education Workforce Training Certificate.

Additionally, you can earn two nationally recognized certifications through the National Healthcareer Association:

- Certified Medical Administrative Assistant (CMAA)
- Certified Phlebotomist (CPT)

Potential Job Titles:
Medical Office Specialist,
Patient Coordinator,
Phlebotomist, Lab
Assistant, Patient Service
Technician

Average starting wage:
\$14 - \$16 per hour



Interested in signing up for this FREE program?

Contact Greg Couturier, Grads2Careers Participant Support Coordinator
443-499-8510 / gcouturier@bcps.k12.md.us

What do people in Phlebotomy/Medical Front Office do?

Many medical offices want workers who can perform the duties at the front desk AND help with certain clinical procedures, such as collecting blood and other samples from patients. You have a lot of potential for career advancement, as many of this program's components count towards the Medical Assistant program.

This program would be a GREAT fit for you if you...

- Are comfortable working with needles and blood/bodily fluids
- Want a career in health and human services
- Love working directly with patients and customers
- Are pleasant and friendly with different types of people
- Have strong organizational skills and attention to detail
- Like working in an office
- Like working with technology
- Enjoy working as a team and on your own
- Can remain calm, professional, and problem solve during stressful situations

**This program and career might be a POOR fit for you if you...**

- Are not interested in working directly with patients
- Do not enjoy being around a lot of people
- Are overwhelmed easily
- Have no interest in health care or office work
- Do not like using computers and technology
- Are afraid of needles and blood/bodily fluids

**To be admitted to this program, you must:**

- Pass a math and reading test
- Complete drug test for program entry; pass drug test for employment
- Complete background check
- Complete a pre-requisite skills workshop (6 hours)
- Complete an in-person interview
- Show proof of immunizations, negative PPD (tuberculosis test), current flu vaccine, tetanus shot, and an up-to-date physical

You must be willing and able to commit to the program schedule and complete the coursework. You also must have good time management, actively engage in class, respond to communication, and have basic computer skills. You also must allow classmates to draw your blood during training. (You will also draw their blood as well.)

Important Dates: CCBC will run one cohort of this class this year, which will last approximately 6 months. The next step is to attend an **Info Session** at CCBC. Due to the continued need to observe social distancing to prevent the spread of the COVID-19 virus, some classes may be held virtually, or in hybrid form. For specific dates and class logistics, please reach out to the program's main contact.

Main Program Contact:**Name:** Joy Carter**Title:** Student Personnel Worker and Coordinator**Phone:** 443-537-3608**Email:** jcarter13@ccbcmd.edu