

Medical Front Office

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 4-month 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:

- Customer service skills
- Key medical terms
- What the HIPAA law is and how it impacts your work
- 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, and gaining basic computer skills for the field.

Credential or Certification Earned:

By completing this program, you will earn a CCBC Continuing Education Workforce Training Certificate. Additionally, you can earn a nationally recognized Certified Medical Administrative Assistant (CMAA) certification from the National Healthcareer Association.

What do people in Phlebotomy/Medical Front Office do?

Medical Front Office (MFO) staff perform and coordinate the administrative activities of medical office for physicians, clinics, hospitals, or other medical facilities.

You have a lot of potential for career advancement, as many of this program's components count towards the Medical Assistant program.

Potential Job Titles:
Medical Office Specialist,
Medical Secretary

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

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

- 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 focus on finding solutions to workplace issues and challenges 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

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.

Important Dates: 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