

# Certified Medical Administrative Assistant Syllabus

Instructor: Louise Crago, CMA (AAMA) 907-212-6584 [louise@alaskapca.org](mailto:louise@alaskapca.org)

Class Days & Hours: Weds. 10am-11am\* From TBD thru TBD

Then Weds. 11am-12pm TBD thru TBD

\*You are encouraged to attend class, however if you are unable to a recording will be sent to all students following the live class. You will be required to listen to it if you miss class.

## General Information:

Apprentices will meet once a week via internet for a period of 25 weeks.

Competency checklists have been left in as a resource and will not be graded.

Class Schedule—1-hour live or recorded session and 4-hours homework time each week.

This training will cover the following subjects:

- General Office Policies & Procedures
- Compliance
- Scheduling
- Administrative Assisting
- Patient Intake
- Medical Law and Ethics
- Patient Education
- Communication and Customer Service
- Medical Terminology **Textbook:**

Lindh, W. Q. (2018). *Comprehensive Medical Assisting: Administrative and Clinical Competencies*. Boston, MA: Cengage Learning.

## COURSE SCHEDULE COHORT 5

Week	Date of Class	Chapter Name	Learning Path	Points
1	Week 1	Orientation The assignments for the week need to be completed by the date of the class.	<ul style="list-style-type: none"><li>• Technical Instruction</li><li>• MindTap</li><li>• OJL Logs</li></ul>	<ul style="list-style-type: none"><li>• N/A</li></ul>
2	Week 2	1. The Medical Assisting Profession	<ul style="list-style-type: none"><li>• Chapter Reading</li><li>• Quick Checks</li><li>• Certification Review</li><li>• Study Tools</li><li>• Apply Yourself</li><li>• Test Yourself</li></ul>	<ul style="list-style-type: none"><li>• N/A</li><li>• 9</li><li>• 10</li><li>• N/A</li><li>• 100</li><li>• 20</li></ul>

3	Week 3	2. Health Care Settings and the Health care Team	<ul style="list-style-type: none"> <li>• Chapter Reading</li> <li>• Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
4	Week 4	3. Coping Skills for the Medical Assistant	<ul style="list-style-type: none"> <li>• Chapter Reading</li> <li>• Quick Checks</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> </ul>
			<ul style="list-style-type: none"> <li>• • Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
5	Week 5	4. Therapeutic Communication Skills	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• • Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
6	Week 6	5. The Therapeutic Approach to the Patient with a Life-Threatening Illness	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• • Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
7	Week 7	6. Legal Considerations	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• • Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
8	Week 8	7. Ethical Considerations	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• • Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
9	Week 9	9. Creating the Facility Environment	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• • Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>

10	Week 10	10. Computers in the Medical Clinic	<ul style="list-style-type: none"> <li>•• Chapter Reading</li> <li>•• Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
11	Week 11	11. Telecommunications	<ul style="list-style-type: none"> <li>•• Chapter Reading</li> <li>•• Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
12	Week 12	12. Patient Scheduling	<ul style="list-style-type: none"> <li>•• Chapter Reading</li> <li>• Quick Checks</li> <li>• Certification Review</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> </ul>
			<ul style="list-style-type: none"> <li>•• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
13	Week 13	13. Medical Records Management	<ul style="list-style-type: none"> <li>•• Chapter Reading</li> <li>•• Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
14	Week 14	14. Written Communications	<ul style="list-style-type: none"> <li>• Chapter Reading</li> <li>• Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
15	Week 15	15. Medical Documents	<ul style="list-style-type: none"> <li>•• Chapter Reading</li> <li>•• Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
16	Week 16	16. Medical Insurance	<ul style="list-style-type: none"> <li>•• Chapter Reading</li> <li>•• Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>

17	Week 17	17. Medical Coding	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• • Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
18	Week 18	18. Daily Financial Practices	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• • Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
19	Week 19	19. Billing and Collections	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• • Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
20	Week 20	20. Accounting Practices	<ul style="list-style-type: none"> <li>• • Chapter Reading</li> <li>• Quick Checks</li> <li>• Certification Review</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> </ul>
			<ul style="list-style-type: none"> <li>• • Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
21	Week 21	44. The Medical Assistant as Clinic Manager	<ul style="list-style-type: none"> <li>• • • Chapter Reading</li> <li>• Quick Checks</li> <li>• Certification Review</li> <li>• Study Tools</li> <li>• Apply Yourself</li> <li>• Test Yourself</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> <li>• 9</li> <li>• 10</li> <li>• N/A</li> <li>• 100</li> <li>• 20</li> </ul>
23	Week 22	NHA Take a Baseline Practice Test	<ul style="list-style-type: none"> <li>• Complete</li> <li>• Practice Test 1</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
24	Week 23	Study Areas of weakness identified in practice tests.	<ul style="list-style-type: none"> <li>• Practice Tests 2-5 when ready</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
25	Week 24	NHA CCMA Practice Test #6 & Schedule Testing Date	<ul style="list-style-type: none"> <li>• Complete Practice Test #6 online</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>

***CMAA Certifying Exam needs to be scheduled & completed by TBD.***