

Appendix A.4

MEDICAL ADMINISTRATIVE ASSISTANT

**WORK PROCESS SCHEDULE
AND
RELATED INSTRUCTION OUTLINE**

Appendix A.4

**WORK PROCESS SCHEDULE
MEDICAL ADMINISTRATIVE ASSISTANT
O*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751 (Medical Secretary)**

This schedule is attached to and a part of these Standards for the above identified occupation.

1. TYPE OF OCCUPATION

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the time-based occupation is one year with an OJL attainment of 2,000 hours, and supplemented by the required hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker/mentors will be:

Two (2) apprentices may be employed in each medical office for each regularly employed Office or Business Manager, or Supervisor.

4. APPRENTICE WAGE SCHEDULE

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses. Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor shall be guided by the work experience and related instruction records and reports.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Medical Administrative Assistant journeyworker completion wage rate, which is: \$17.59 per hour.

Period	Percent	Hourly Wage	OJL Hours	Related Instruction
1 st	60%	\$10.55	1000 hours	Satisfactory progress
2 nd	80%	\$14.07	1000 hours	Satisfactory progress
	100%	\$17.59	2000 hours	Completion

Subject to approval by the program sponsor and registration agency, the current base Medical Administrative Assistant Worker journeyworker completion wage rate may be adjusted regionally by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply

equally to all apprentices who are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

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WORK PROCESS SCHEDULE

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During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

Medical Administrative Assistant Work Processes	OJL Hours
A. Manage General Office <ol style="list-style-type: none"> 1. Track license & certificate of health care personnel 2. Coordinate Patient/office communication 3. Provide/coordinate office maintenance 4. Coordinate/process incoming/outgoing mail 5. Maintain account payable & receivables 6. Maintain & update procedure manuals 7. Inventory & order office equipment & supplies 8. Maintain & control medication inventory 9. Interact with staff and patients to optimize work flow 	300
B. Coordinate & Schedule Appointments <ol style="list-style-type: none"> 1. Coordinate providers' and staff schedules 2. Schedule patients' appointments 	400
C. Administrative Intake of Patient <ol style="list-style-type: none"> 1. Obtain referrals/authorizations for treatment 2. Coordinate insurance information 3. Collect copayments/payments on account 4. Submit insurance claims 5. Provide billing statements to patient 6. Document patient communication, observations and clinical treatments 7. Employ professional techniques during verbal, non-verbal and text based interactions 	400
D. Maintain Health Information <ol style="list-style-type: none"> 1. Obtain and file consents 2. Provide for patient confidentiality 3. Document and maintain all patient information 4. Prepare patient chart of office visit 5. File office data 6. Transfer patient/client records electronically 	400

7. Abide by principles and laws related to confidentiality	
E. Provide/Maintain a Safe and Aseptic Environment <ol style="list-style-type: none"> 1. Maintain clean office environment 2. Practice standard safety precautions 3. Don gloves and PPE as appropriate 4. Maintain personal hygiene, wash hands 5. Comply with risk management and safety procedures 	250
F. Maintain Professional Responsibilities <ol style="list-style-type: none"> 1. Adapt communications to an individual's understanding 2. Demonstrate respect for individual diversity 3. Participate in continuing education 4. Participate in community health activities 5. Serve as mentor to other health care professionals 6. Maintain basic life support certificate 7. Maintain professional network 8. Identify potential consequences for failing to operate within the scope of practice of a medical assistant 9. Participate in performance improvement 10. Provide care within legal & ethical boundaries 	250
Total Hours	2,000

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RELATED INSTRUCTION OUTLINE MEDICAL ADMINISTRATIVE ASSISTANT O*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751 (Medical Secretary)

Related Instruction Provider: Alaska Primary Care Association
Method: Online, Electronic Media

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Instructional Guide:

Certified Medical Administrative Assistant, National Healthcare Association

Supplemental References:

- *Kinn's The Administrative Medical Assistant: An Applied Learning Approach 8th Edition*, Alexander Patricia Adams, Saunders, 2013.
- *Step-by-Step Medical Coding*, Carol J. Buck, Saunders 2015.
- *Understanding Health Insurance: A Guide to Billing and Reimbursement 12th Edition*, Michelle Green, Cengage, 2015.
- *Principles of Healthcare Reimbursement 4th Edition*, Anne Castro, AHIMA Press, 2013.

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

Medical Administrative Assistant – NHA Study Guide	
Chapter 1 - Scheduling Learning Objectives: <ol style="list-style-type: none">1. Types of Patient Scheduling<ol style="list-style-type: none">a. Computer Schedulingb. Book Schedulingc. Type of Scheduling2. Determining Scheduling Needs<ol style="list-style-type: none">a. Patient Needsb. Provider Needsc. Length of Appointment	10 Hours

<ul style="list-style-type: none"> 3. Following Appointment Protocols <ul style="list-style-type: none"> a. Late Payment b. Emergency Calls c. Patients without Appointments d. No-Shows <p>Chapter 1 - Scheduling continued</p> <ul style="list-style-type: none"> e. Strategies for Preventing and Documenting No-Shows <ul style="list-style-type: none"> 4. Arranging Diagnostic Testing and Procedures 5. Confirming Future Appointments <ul style="list-style-type: none"> a. Follow HIPAA Guidelines b. Confirming Insurance Details 	
<p>Chapter 2 - Patient Intake</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> 1. Demographic Information <ul style="list-style-type: none"> a. Collect Basic Information b. Collect Basic Information from People who have Disabilities c. Advance Directive Forms d. Building Patient Health Records 2. Insurance Information <ul style="list-style-type: none"> a. Precertification and Preauthorization b. Primary and Secondary Coverages 3. Coding Systems <ul style="list-style-type: none"> a. Transitioning between ICD-9-CM and ICD-10-CM b. Healthcare Common Procedures System (HCPCS) 4. Ensuring Completion Forms 5. Preparing Encounter Forms <ul style="list-style-type: none"> a. Processing Referrals b. Back-Office Procedures 6. Prepare Daily Charts <ul style="list-style-type: none"> a. Filing Patients' Charts b. Retrieving Patients' Charts c. Elements of Medical Records d. Planning Ahead 	20 Hours
<p>Chapter 3 - Office Logistics</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> 1. Filing Medical Records <ul style="list-style-type: none"> a. Filing Systems for Paper Systems b. Organizing Charts c. Scanning Documents d. Differences between EHRs and EMRs 2. Financial Procedures <ul style="list-style-type: none"> a. Basic Information about Health Insurance b. Fee Schedule c. Basic Bookkeeping Information 	20 Hours

<ul style="list-style-type: none"> 3. Mail Deliveries <ul style="list-style-type: none"> a. Steps for Shorting and Distributing Mail b. Classes of Mail c. Special Services d. Private Carriers a. Packing Slips 	
<p>Chapter 4 – Compliance</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> 1. HIPAA Guidelines <ul style="list-style-type: none"> a. Securing Charts b. Using a HIPAA – Compliant Sign-In Sheet c. Accessing PHI d. Communicating with Patients e. Electronic PHI f. Penalties for Violating Practices 2. OSHA Guidelines <ul style="list-style-type: none"> a. Exposure Control Plan b. Reporting an OSHA Incident c. Evacuation Plan 3. Center for Medicare/Medicaid Services (CMS) Guidelines <ul style="list-style-type: none"> a. Differences between Medicare and Medicaid b. Medicare and Medicaid Fraud c. Reporting Fraud d. Consequences of Fraud e. CMS-1500 Form f. UB-04 Form 	30 Hours
<p>Chapter 5 – Patient Education</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> 1. Patient Bill of Rights <ul style="list-style-type: none"> a. Introduction b. The Eight Points of the Patient’s Bill of Rights c. Explaining the Patient’s Bill of Rights d. Different Kinds of Consent 2. Patient Insurance Responsibilities 3. Government and Private Insurance <ul style="list-style-type: none"> a. Introduction b. Government Insurance c. Commercial Insurance 	30 Hours
<p>Chapter 6 - General Office Policies and Procedures</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> 1. Opening and Closing Procedures <ul style="list-style-type: none"> a. Starting the day b. Keeping Track of Supplies c. Closing the office 2. Greeting Patients <ul style="list-style-type: none"> a. Courteous Behavior to All Patients 	30 Hours

<ul style="list-style-type: none"> b. Wait Times 3. Telephone Etiquette <ul style="list-style-type: none"> a. Identify the Facility b. Identify the Caller and the Reason for the Call c. Minimizing the Time "On Hold" 4. Creating Correspondence <ul style="list-style-type: none"> a. Writing a Business Letter b. Other Types of Communication c. Applying Proper Postage 5. Basic Computer Skills <ul style="list-style-type: none"> a. Use of internet b. HIPAA Regulations and Electronic Information c. Use of Hardware 	
<p>Chapter 7 - Medical Terminology</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> 1. Using Medical Terminology with Patients and Providers <ul style="list-style-type: none"> a. Tips for Pronunciations b. Tips for Spelling c. Identify Medical Terms 2. Abbreviations and Acronyms <ul style="list-style-type: none"> a. Abbreviations b. Using Abbreviations Throughout the Day c. Standardized Medical Terminology d. Acronyms 3. Using Word Parts to Define Medical Terminology <ul style="list-style-type: none"> a. Building Words 	30 Hours
Total	170 Hours