



## Medical Administrative Assistant

**Program:** Office Administration

**Program Code:**

OF\_OFM

**Academic Area:**

Business and Experiential Education

**Type:**

Associate in Science

**CIP Code:**

51.0716

### Program Statement

The Medical Administrative Assistant degree program is designed to equip individuals with the knowledge and skills necessary to excel in the dynamic healthcare environment. This comprehensive program typically covers a range of topics, including medical terminology, healthcare ethics, billing and coding, office management, and electronic health records. Students learn to navigate the intricacies of medical office procedures, communicate effectively with patients and healthcare professionals, and manage administrative tasks crucial to the smooth operation of medical practices. With a focus on both the administrative and healthcare aspects, graduates of this program are well-prepared to play a vital role in supporting medical teams, ensuring efficient office operations, and contributing to the overall delivery of quality patient care in various healthcare settings.

### Program Information

- Some courses in this program also apply to the Associate in Science in Office Administration - Executive Administrative Assistant and the Medical Office Certificate.
- Medical Assisting (MAA) courses are offered mainly during the day in Fall River in a hybrid, distance-learning format, a combination of online and face-to-face instruction. All other courses can be offered online, face to face (day or evening) or in a hybrid, distance learning format.
- When selecting courses for this program, it's essential to choose those that align with your career goals and provide a well-rounded foundation in administrative skills. Students are encouraged to follow the recommended course sequences and speak with an Advisor or the Department Chair about course selection.
- Review the requirements carefully and note which courses are mandatory for graduation.
- MAA101: Medical Terminology should be taken in semester one as it is a pre-requisite for other MAA courses.

### After Bristol

Upon completion of the Medical Administrative Assistant degree program, graduates emerge with a well-rounded skill set directed towards success in the healthcare industry. Complete with comprehensive knowledge in medical terminology, billing, and office management, these individuals are prepared to integrate into medical practices, hospitals, clinics, and other healthcare settings. They become adept at handling electronic health records, coordinating patient appointments, and managing the administrative intricacies of healthcare settings. With a sharp understanding of healthcare ethics and effective communication, graduates play a crucial role in fostering positive



patient experiences. Whether working in a primary care office or specialized medical facility, those with a medical administrative assistant degree contribute significantly to the efficiency and organization of healthcare operations, ultimately facilitating the delivery of quality patient care.

## Program Learning Outcomes

Students will be able to:

1. Apply knowledge of medical terminology, resulting in effective communication with healthcare professionals and accurate interpretation of medical records.
2. Process and code medical bills, ensuring proper reimbursement and compliance with healthcare billing regulations.
3. Operate within an electronic health record system, maintain patient information confidentiality, and efficiently utilize technology to enhance healthcare administrative processes.
4. Manage administrative tasks within a healthcare setting, including appointment scheduling, inventory control, and coordination of office procedures to ensure smooth day-to-day operations.
5. Express verbal and written communication skills, particularly in interactions with patients, healthcare providers, and other administrative staff, fostering positive and clear communication within the healthcare environment.
6. Explain ethical considerations in healthcare, including patient confidentiality, privacy laws, and compliance.
7. Explain healthcare regulations, decision-making in various administrative and scenarios within the medical field.

## Degree Requirements

### General Courses

Course #	Title	Credits
ACC 114	Introduction to QuickBooks Pro	1
BIO 115	Survey of Human Anatomy and Physiology	4
BUS 111	Business and Financial Mathematics	3
CIS 115	Introduction to Cybersecurity	3
COM 104	Fundamentals of Public Speaking	3
	CSS 101: College Success Seminar	0-1
ENG 101	Composition I: College Writing	3
ENG 102	Composition II: Writing about Literature	3
INT 210	Internship Experience I	3
SOC 212	The Sociology of Social Problems	3



## Program Courses

Course #	Title	Credits
MAA 101	Medical Terminology	3
MAA 105	Electronic Healthcare Records I	3
MAA 204	Medical Insurance Forms Preparation	3
MAA 205	Medical Office Procedures	3
MAA 210	Medical Law and Ethics	3
MAA 211	Electronic Healthcare Records II	3
OFC 105	Speech and Text Editing	3
OFC 162	Microsoft Word	3
OFC 235	Microsoft Applications	4
OFC 262	Desktop Publishing Projects and Web Design	3
OFC 294	Office Administration Colloquium	3

## Recommended Course Sequence - Semester 1

Course #	Title	Credits
	CSS 101: College Success Seminar	0-1
ACC 114	Introduction to QuickBooks Pro	1
OFC 162	Microsoft Word	3
OFC 105	Speech and Text Editing	3
ENG 101	Composition I: College Writing	3
MAA 101	Medical Terminology	3

## Recommended Course Sequence - Semester 2

Course #	Title	Credits
COM 104	Fundamentals of Public Speaking	3
MAA 105	Electronic Healthcare Records I	3
OFC 235	Microsoft Applications	4
ENG 102	Composition II: Writing about Literature	3
BUS 111	Business and Financial Mathematics	3

## Recommended Course Sequence - Semester 3

Course #	Title	Credits
BIO 115	Survey of Human Anatomy and Physiology	4
CIS 115	Introduction to Cybersecurity	3
MAA 210	Medical Law and Ethics	3
MAA 211	Electronic Healthcare Records II	3
OFC 262	Desktop Publishing Projects and Web Design	3



## Recommended Course Sequence - Semester 4

Course #	Title	Credits
MAA 204	Medical Insurance Forms Preparation	3
MAA 205	Medical Office Procedures	3
OFC 294	Office Administration Colloquium	3
SOC 212	The Sociology of Social Problems	3
INT 210	Internship Experience I	3
<b>Total credits:</b>		<b>60-61</b>

## Category Descriptions

### CSS 101: College Success Seminar

Credits: 0-1

*CSS 101 can be waived for students who have met the College Success Seminar 101 Waiver.*

Course #	Title	Credits
CSS 101	College Success Seminar	1