

# Medical Administrative Assistant w/EHR

## LEARNING OBJECTIVES



**NORMANDALE**  
COMMUNITY COLLEGE



CareerStep's expert-developed curriculum includes training on ezEMRx software, an industry-standard, government-certified EHR software platform, to ensure you have the hands-on experience you need. You'll also be prepared for the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) exams after completion. With CareerStep's affordable pricing, you get quality online training with one-on-one support. The learning objectives outlined below provide a map of the knowledge and skills you'll gain as you complete each course.

### Program Orientation: Medical Administrative Assistant

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report.
- Identify and use program resources.

### HealthCare Foundational Knowledge and Basic Science

- Translate medical terminology using abbreviations, word building, and important terms.
- Gain standard knowledge of the healthcare industry and how it works..

### Patient Care Coordination and Education

- Review how to administer and coordinate general patient care according to professional best practices.
- Explore the role and responsibilities in administering patient care.
- Explore the role and responsibilities in facilitating patient education.
- Summarize basic communication best practices and potential barriers to effective communication with patients.

### Computer Fundamentals

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment and install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

### Medical Administrative Assistant

- Describe the differences between common healthcare delivery models.
- Describe the types of services typically offered in medical offices, including general and specialty services.
- Define ancillary services and alternative therapies.

### Electronic Medical Records

- Demonstrate how patient records are used and regulated
- Complete tasks required for scheduling a patient
- Clinical information reporting
- Revenue cycle and financial reporting

### Communication and Customer Service in the Healthcare Office

- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.
- Identify professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language.

### Medical Laws and Ethics

- Describe common legal issues related to prescriptions and medication administration.
- Identify key legal and regulatory aspects of the healthcare environment.
- Analyze key ethical and legal aspects of the medical profession.
- Summarize common legal issues related to medical documentation.



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### **Career Success in Healthcare**

- Define "professionalism" and "success" in your own terms
- Differentiate between long-, medium-, and short-range goals
- Assess and develop your time management skills
- Develop plans to enhance your creative and critical thinking

### **Program Completion**

- Prepare to take the next steps after program completion.

**Total Hours: 260**



in partnership with  **CareerStep**

952.358.8343 - [ncal@normandale.edu](mailto:ncal@normandale.edu)  
[www.normandale.edu/CE/classes](http://www.normandale.edu/CE/classes)