



# VISTA COLLEGE ONLINE CAMPUS

YOUR PATH TO A BETTER LIFE STARTS WITH ONLINE CAREER TRAINING AT HOME

## DIPLOMA - MEDICAL ADMINISTRATIVE ASSISTANT ONLINE

The evidence-based Medical Administrative Assistant diploma program focuses on front-office duties and administrative functions within healthcare organizations. Students in the Medical Administrative Assistant program learn how to aid healthcare professionals by performing a variety of patient and administrative functions. Throughout the program, professionalism, patient relations, critical thinking, adherence to the ethical and legal requirements of a medical practice and proper communication skills are emphasized. Graduates are prepared to function competently in a variety of entry-level positions in healthcare settings such as a medical secretary, receptionist, customer service representative, front office staff, office assistant. Upon completion of the program, students will receive a diploma.

## COURSE DETAILS

COURSE NO.	COURSE TITLE	THEORY HRS.	LAB HRS.	QUARTER CREDIT HRS.
HITT 1450-O	Medical Terminology	45	0	4.5
HITT 1451-O	Medical Billing and Insurance*	40	15	4.5
HITT 1455-O	Customer Service in Healthcare*	45	0	4.5
HITT 1456-O	Introduction to Healthcare Systems*	45	0	4.5
HITT 1457-O	Introduction to Healthcare Communications*	45	0	4.5
HPRS 1450-O	Foundations of Medical Administration*	45	0	4.5
HPRS 1452-O	Healthcare Electronic Records*	45	0	4.5
MDCA 1453-O	Anatomy, Physiology, & Pathophysiology*	45	0	4.5
MDCA 1455-O	Medical Law and Ethics*	45	0	4.5
POFT 1450-O	Professional Strategies	45	0	4.5
POFT 1455-O	Office Technology for Healthcare Assistants*	45	0	4.5
POFT 4451-O	Career Strategies	45	0	4.5
<b>TOTALS</b>		<b>535</b>	<b>15</b>	<b>54.0</b>

**TOTAL CLOCK HOURS: 550**

**ESTIMATED COMPLETION TIME: 62 weeks**

\* Indicates prerequisite exists. Students must complete the prerequisite course prior to entry into this course or have the instructor's permission to enter the course.



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## **COURSE DESCRIPTIONS**

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### **HITT 1450-O MEDICAL TERMINOLOGY**

**CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)**

**TOTAL QUARTER CREDIT HOURS: 4.5**

**PREREQUISITES: NONE**

This course focuses on learning basic medical terminology through the study of root words, prefixes, and suffixes. Emphasis is placed on correct pronunciation, correct spelling, and the correct use of medical terms.

### **HITT 1451-O MEDICAL BILLING AND INSURANCE**

**CONTACT HOURS: THEORY - 40 LAB - 15 (55 HOURS)**

**TOTAL QUARTER CREDIT HOURS: 4.5**

**PREREQUISITES: HITT 1450-O**

This course focuses on the tasks and the responsibilities of the medical biller and includes types of insurance, Medicare, Medicaid, worker's compensation, and private insurance. Emphasis is placed on HIPAA, coding ethics, abuse, and fraud as they relate to medical billers.

### **HITT 1455-O CUSTOMER SERVICE IN HEALTHCARE**

**CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)**

**TOTAL QUARTER CREDIT HOURS: 4.5**

**PREREQUISITES: HITT 1450-O**

In this course, students will practice and develop skills in professionalism specific to the healthcare field. Topics covered in this course include the psychology of patients, customer service in a diverse world, listening skills and effective communication techniques. Students will understand the factors that influence the perceptions of internal and external customers, and will be able to identify methods for practicing effective customer service in medical environments including applying knowledge in confidentiality and health information privacy.

### **HITT 1456-O INTRODUCTION TO HEALTHCARE SYSTEMS**

**CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)**

**TOTAL QUARTER CREDIT HOURS: 4.5**

**PREREQUISITES: HITT 1450-O**

This course provides an introduction to health care delivery in the United States through an evaluation of systems and theory. Topics of study include the types of professionals employed in health care, the institutions that provide services across the care continuum, and the effects of internal and external environments on the health care delivery system. Developments in the evolution of healthcare in the U.S. and changes in the current healthcare environment will also be examined.

**HITT 1457-O INTRODUCTION TO HEALTHCARE COMMUNICATIONS****CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)****TOTAL QUARTER CREDIT HOURS: 4.5****PREREQUISITES: HITT 1450-O**

This course focuses on the study and practice of communication as it relates to health professionals and patient outcomes. Topics include provider-patient interaction, team communication, and the diffusion of health information through public health campaigns. Students learn the basics of clear, purposeful, and compassionate communication across multiple channels to reduce errors and provide better health care delivery.

**HPRS 1450-O FOUNDATIONS OF MEDICAL ADMINISTRATION****CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)****TOTAL QUARTER CREDIT HOURS: 4.5****PREREQUISITES: HITT 1450-O**

This course will explore the scope and dynamics of a career in medical administration and the skills necessary to be successful both in the Medical Administrative Assistant program and the profession. This course will emphasize professionalism, communication, and medical terminology. The importance of maintaining patient privacy and handling patient situations ethically and professionally will be developed. Students will experience an overview of medical assisting as a career, analyze job responsibilities of a medical assistant including patient interaction, communication, scheduling, and maintaining accurate patient records. Processing insurance claims is described, and students examine various bookkeeping systems. The importance of taking inventory is discussed, as well as the steps in making a purchasing decision. Students also explore specialized options for an administrative medical assistant.

**HPRS 1452-O HEALTHCARE ELECTRONIC RECORDS****CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)****TOTAL QUARTER CREDIT HOURS: 4.5****PREREQUISITES: HITT 1450-O**

Students in this course are exposed to the administrative tasks that occur in the front office of a healthcare facility. Topics covered include telephone skills, applications of the electronic health record (EHR), and creating and maintaining medical records.

**MDCA 1453-O ANATOMY, PHYSIOLOGY, & PATHOPHYSIOLOGY****CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)****TOTAL QUARTER CREDIT HOURS: 4.5****PREREQUISITES: HITT 1450-O**

This course provides a basic overview of anatomy and physiology, with an emphasis on structure and function of the human body, to include an overview of all body systems.

**MDCA 1455-O MEDICAL LAW AND ETHICS**

**CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)**

**TOTAL QUARTER CREDIT HOURS: 4.5**

**PREREQUISITES: HITT 1450-O**

This course will provide students with an overview of the United States legal system and court process with emphasis on legal and ethical issues within the healthcare environment. Topics covered include fraud and abuse, patient privacy and confidentiality, and professional practice law and ethics.

**POFT 1450-O PROFESSIONAL STRATEGIES**

**CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)**

**TOTAL QUARTER CREDIT HOURS: 4.5**

**PREREQUISITES: NONE**

This course focuses on the skills required to be successful in college and in your career. Emphasis is on time management, goal setting, and research techniques.

**POFT 1455-O OFFICE TECHNOLOGY FOR HEALTHCARE ASSISTANTS**

**CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)**

**TOTAL QUARTER CREDIT HOURS: 4.5**

**PREREQUISITES: HITT 1450-O**

This course serves as an introduction to the necessary skills needed to operate a computer and function in a general healthcare environment. Students learn basic terminology associated with general computer operation and navigation. Topics covered include basic text editing, internet use and navigation, proper file management, and general computer navigation. In this course, students will learn how to utilize computer software to register patients, record accurate patient information, and enter insurance information into the Electronic Health Record (EHR). Students will also learn the essential skills needed to work with the patient schedule by scheduling appointments, cancelling appointments, tracking patients, patient privacy, and data security.

**POFT 4451-O CAREER STRATEGIES**

**CONTACT HOURS: THEORY - 45 LAB - 0 (45 HOURS)**

**TOTAL QUARTER CREDIT HOURS: 4.5**

**PREREQUISITES: NONE**

This course is designed to study the personal and professional characteristics necessary for obtaining and maintaining suitable employment. The student will assemble a complete job seeking portfolio including resume and references, letters of application and appreciation, documentation of work and educational history, and demonstration of skills through examples of student work. Emphasis is on writing effective resumes, sources of job leads, techniques for successful interviewing, and the follow-up process in the career search.