



MEDOPS INSTITUTE OF HEALTHCARE ADMINISTRATION

Medical Administrative Assistant Certificate Program

Academic Program Guide

PROGRAM OVERVIEW

The Medical Administrative Assistant Certificate Program prepares students with the administrative, operational, and professional competencies required to support today's healthcare organizations. Through six structured modules and a culminating capstone practicum, students develop practical skills for entry-level positions in physician practices, specialty clinics, hospitals, and outpatient healthcare settings.

PROGRAM OF STUDY

MAA 101	Foundations of Healthcare Administration Introduces students to healthcare systems, medical office operations, professionalism, workplace communication, ethics, and patient-centered service.
MAA 102	Front Office Operations Explores appointment scheduling, patient registration, electronic health records, insurance verification, telephone communication, and front-office workflow.
MAA 103	Medical Terminology & Clinical Documentation Develops proficiency in medical terminology, anatomy basics, abbreviations, documentation, and clinical vocabulary commonly used throughout healthcare settings.
MAA 104	Healthcare Compliance & Patient Experience Introduces HIPAA regulations, confidentiality, ethics, cultural competency, conflict resolution, and communication strategies that strengthen patient trust and satisfaction.
MAA 105	Healthcare Business Operations Provides an overview of insurance verification, referrals, prior approvals, patient financial responsibility, and revenue cycle fundamentals.
MAA 106	Professional Development & Career Readiness Focuses on resume development, interviewing, workplace professionalism, communication, networking, and career planning.
MAA 199	Capstone Practicum The Capstone Practicum serves as the culminating learning experience of the certificate program. Students complete a realistic medical office simulation demonstrating competency in scheduling, patient registration, insurance verification, HIPAA compliance, professional communication, and front-office operations.

PROGRAM LEARNING OUTCOMES

Graduates will be able to:

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| ✓ Demonstrate professional communication in healthcare settings | Support patient scheduling, registration, and insurance processes |
| ✓ Apply HIPAA privacy and confidentiality standards | Deliver patient-centered service with professionalism and integrity |
| ✓ Perform core medical office administrative functions | Transition confidently into entry-level healthcare administration positions |
| Utilize medical terminology appropriately | |