



Medical Administrative Assistant Certificate Program

Program Curriculum

Program Overview

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

MAA 101 | Foundations of Healthcare Administration

Introduces healthcare systems, medical office operations, professionalism, communication, workplace expectations, and patient-centered service.

MAA 102 | Front Office Operations

Examines 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, and healthcare documentation.

MAA 104 | Healthcare Compliance & Patient Experience

Introduces HIPAA, confidentiality, ethics, cultural competency, conflict resolution, and patient satisfaction.

MAA 105 | Healthcare Business Operations

Provides an overview of insurance verification, referrals, prior authorizations, and revenue cycle fundamentals.

MAA 106 | Professional Development & Career Readiness

Focuses on resumes, interviewing, workplace professionalism, communication, and career planning.

MAA 199 | Capstone Practicum

Students complete an integrated medical office simulation demonstrating scheduling, registration, insurance verification, HIPAA compliance, communication, and front-office operations.

Program Learning Outcomes

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