

MIHA

MEDICAL ADMINISTRATIVE ASSISTANT CAREER PREP

◆ 6 WEEK PROGRAM OVERVIEW ◆

A Step by Step Introduction to Medical Office Administration

A practical six week training experience designed to build confidence, administrative professionalism, and real world front office readiness.

1 Week 1 — Front Office Foundations



Learn how the medical office works and how the front desk supports the patient experience.

- Roles of the front office
- Medical office terminology
- HIPAA awareness and professionalism

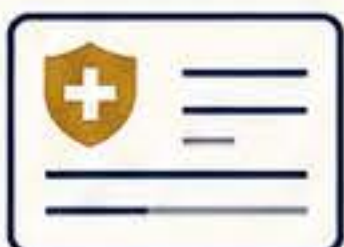
2 Week 2 — Scheduling, Registration, and Patient Flow



Build confidence in appointment scheduling, patient intake, and organized front desk workflow.

- Scheduling basics
- Patient registration and check in
- Check out and workflow coordination

3 Week 3 — Insurance, Eligibility, Referrals, and Prior Authorizations



Understand insurance basics and the administrative steps needed to support coverage and referrals.

- Insurance terminology
- Eligibility verification
- Referral and prior auth workflow

4 Week 4 — Communication, Phone Skills, Customer Service, and Professionalism



Practice professional communication skills needed for calls, patient interactions, and workplace success.

- Phone etiquette
- De escalation and empathy
- Message taking and follow up

5 Week 5 — Documentation, EMR Basics, and Administrative Accuracy



Strengthen attention to detail through documentation, record handling, and administrative task accuracy.

- EMR and chart basics
- Accurate documentation
- Forms, records, and organization

6 Week 6 — Career Readiness, Review, and Final Preparation



Pull everything together through review, practical application, and preparation for entry level success.

- Mock front desk scenarios
- Final review and confidence building
- Career readiness and next steps

What Students Gain



Front desk
confidence



Administrative
professionalism



Real world
workflow awareness



Entry level
career preparation

By the end of the program, students should feel more prepared to step into a medical office environment with confidence, professionalism, and a clear understanding of core administrative responsibilities.

