



## School of Continuing Studies

Tyler Junior College  
1530 SSW LOOP 323, Tyler, Texas 75701  
[www.tjc.edu/continuingstudies/mycaa](http://www.tjc.edu/continuingstudies/mycaa)  
Contact: Judie Bower | (800) 298-5226 | [jbower@tjc.edu](mailto:jbower@tjc.edu)

### **Education & Training Plan** **Physician's Office Assistant w/ EHRM Certification Program with Externship**

Student Full Name: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

**Program includes National Certification & an Externship Opportunity**  
**Mentor Supported**

#### **Tyler Junior College Program with Externship**

Course Code: TJC-PO 03  
Program Duration: 6 Months  
Course Contact Hours: 780  
Student Tuition: 3,950

#### **The Physician's Office Assistant Profession with EHRM**

Medical administrative assistants primarily work in doctor's offices, clinics, outpatient settings, hospitals, and other healthcare settings. Medical administrative assistants, medical secretaries, and medical records clerks are all positions in great demand. The growth and the complexity of the U.S. healthcare system have resulted in a substantial increase in the need for qualified medical administrative assistants. Employment of a medical assistant is expected to grow an impressive 34% by 2030.

#### **The Electronic Health Record Management (EHRM) Profession**

Access to health information is changing the ways doctors care for patients. With the nation's healthcare system moving to the electronic medical record, numerous employment opportunities exist for medical assistants, health information systems staff, patient registration professionals and other related positions. Healthcare professionals with the ability to understand, update and maintain the electronic health record are in great demand.

#### **The Physician's Office Assistant with EHRM Certificate Program**

This program covers information on the medical assisting profession, interpersonal skills, medical ethics and law, medical terminology, basics of insurance billing and coding, telephone techniques, scheduling appointments, medical records management and management of practice finances. Additionally, this program

prepares students to understand and use electronic records in a medical practice. Course reviews the implementation and management of electronic health information using common electronic data interchange systems and maintaining the medical, legal, accreditation and regulatory requirements of the electronic health record. This course covers the following key areas and topics:

- History and background of the medical assisting profession
- Interpersonal skills, medical ethics, and basic medical law
- Telephone techniques and skills for scheduling appointments
- Medical terminology
- Basics of insurance billing and coding
- Medical records management and management of practice finances
- The effect of confidential communication laws, the release of information and HIPAA
- Provides a EHR experience using Medcin software to perform health information tasks
- Using EHR to manage patient information including the examination, assessment notes and treatment plans.
- Importance of data accuracy, consistency, completeness, and security of information

## **Education and Certification**

- Students should have or be pursuing a high school diploma or GED.
- There are several National Certification exams that are available to students who successfully complete this program:
  - **National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) Exam**
  - **National Healthcareer Association (NHA) Certified Electronic Health Record Specialist (CEHRS) Exam**

## **National Certification**

Students who complete the Tyler Junior College Physician's Office Assistant w/ EHRM program will be prepared to sit for the National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) and NHA Electronic Health Record Specialist Certification (CEHRS) national certification exam(s). In order to work as a Physician's Office Assistant w/ EHRM, many states nationwide are requiring that learners achieve national certification prior to working in that state. Students who complete this program are encouraged to complete the practical/clinical externship option with their program. This comprehensive program is designed to prepare students to sit for National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) and NHA Electronic Health Record Specialist Certification (CEHRS) exam(s). Students who complete this program can and do sit for the National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) and NHA Electronic Health Record Specialist Certification (CEHRS) national certification exam(s) and are qualified, eligible and prepared to do so.

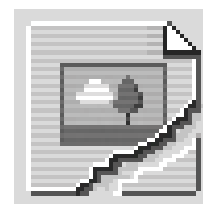
## **Externship / Hands on Training / Practicum**

Although not a requirement, once students complete the program, they have the ability to participate in an externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of a professional in this field. Students will be assisted with completing a resume and/or other requirements

necessary to work in this field. All students who complete this program are eligible to participate in an externship and will be placed with a participating organization near their location. The institution works with national organizations and has the ability to place students in externship opportunities nationwide.

**Tyler Junior College contact:** If students have any questions regarding this program including national certification and externships , **they should call Judie Bower of Tyler Junior College at | (800) 298-5226 or via email at [jbow@tjc.edu](mailto:jbow@tjc.edu)**

**Note :** No refunds can be issued after the start date published in your Financial Award document.



## About Tyler Junior College!

Welcome to Tyler Junior College! One of the oldest junior colleges in Texas, the College was established in 1926 with a mission of providing the finest academic education for freshmen and sophomore students. Tyler Junior College remains committed to that goal while also recognizing the changing role of community colleges and the need to provide quality training for technical fields. There are several unique aspects of the healthcare career programs available to students through the School of Continuing Studies at Tyler Junior College (TJC). In addition to enrollment of over 32,000 students annually, Tyler Junior College (TJC) has been the Texas leader in healthcare technician training and education programs for over 12 years. Over the last 12 years, approximately 13,000 students have successfully completed TJC's Pharmacy Technician, Dental Assisting, Medical Billing & Coding, Clinical Medical Assistant and other healthcare programs.

[www.tjc.edu/continuingstudies/mycaa](http://www.tjc.edu/continuingstudies/mycaa)



## Tyler Junior College and Pearson Education

Tyler Junior College's eLearning programs were developed in partnership with Pearson Education to produce the highest quality, best-in-class content and delivery necessary to enhance the overall student learning experience, boost understanding and ensure retention. Pearson Education is the premier content and learning company in North America offering solutions to the higher education and career training divisions of colleges and universities across the country aimed at driving quality education programs to ensure student success. Please visit us at [www.pearson.com](http://www.pearson.com).

## About Pearson Education

Welcome to Pearson. We have a simple mission: to help people make more of their lives through learning. We are the world's leading learning company, with 40,000 employees in more than 80 countries helping people of all ages to make measurable progress in their lives. We provide a range of education products and services to institutions, governments and direct to individual learners, that help people everywhere aim higher and fulfil their true potential. Our commitment to them requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

## Physician's Office Assistant Module

## **BECOMING A SUCCESSFUL STUDENT**

- Describe professional behaviors and their importance to members of a healthcare team
- Assess your learning style preference
- Adapt your learning style to new learning situations
- Practice effective problem solving and conflict management techniques
- Explain the importance of assertiveness in a healthcare environment
- Implement effective study skills and strategies
- Apply test-taking strategies
- Explain the process of critical thinking and how to apply it

## **THE HISTORY OF MEDICINE AND HEALTHCARE**

- Discuss the externship experience
- Prepare an attractive and effective resume
- Write an effective cover letter
- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

## **MEDICAL ASSISTING TODAY**

- Discuss the externship experience
- Prepare an attractive and effective resume
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## **THE MEDICAL ASSISTING CAREER: ROLES AND RESPONSIBILITIES**

- List the qualities of a good medical assistant
- List career opportunities for the medical assistant
- Discuss other members of the healthcare team and medical practice specialties

## **MEDICAL LAW AND ETHICS**

- Describe legal terms as they apply to health care
- Outline the physician's public duties
- Discuss the physician-patient relationship
- Discuss the healthcare worker's role in patient confidentiality
- Discuss how HIPAA affects healthcare clinics
- Describe the federal and local organizations related to health care
- Discuss a code of ethics in health care

## **INTERPERSONAL COMMUNICATION**

- Define verbal and nonverbal communication and how each can be used effectively

- Discuss effective use of listening skills in the workplace
- Identify communication barriers in the medical workplace and how to overcome the
- Name community resources for patient referrals
- Outline a plan for creating patient education materials

## **WRITTEN COMMUNICATION**

- Use correct grammar, spelling, and punctuation in professional written communication
- Compose and proofread a business letter
- List accepted healthcare abbreviations
- Describe appropriate memo use in the medical office
- Classify mail, including size and postage requirements
- Explain policies for incoming mail and email correspondence

## **TELEPHONE PROCEDURES**

- Describe the use of the main features of a typical telephone system and answering service
- Explain how to perform telephone triage and how to handle emergency calls
- Explain how to take a proper telephone message
- Explain how to call a patient via the telephone
- Discuss patient confidentiality when using the telephone

## **FRONT DESK RECEPTION**

- Describe the steps to opening and closing the office efficiently
- List the steps to prepare files for patient arrivals
- Describe appropriate ways to greet and register new and established patients
- Discuss ways to maintaining patient confidentiality in all front-desk activities
- Discuss how to communicate with patients about scheduling delays
- Explain ways to manage difficult patients in the reception area
- Identify appropriate reading materials for the reception room
- Discuss safe and effective ways to incorporate a children's area

## **PATIENT SCHEDULING**

- Discuss guidelines for scheduling patient appointments
- Differentiate between paper and electronic scheduling systems
- Chart patient no-shows accurately
- Follow up on patients who miss their appointments
- Manage the physician's appointment calendar for personal and professional events
- Schedule patients for hospital services and admissions and other necessary services

## **MEDICAL RECORDS MANAGEMENT**

- Describe common types of file storage systems
- List information contained in the medical record
- Explain various types of charting strategies and procedures
- Explain how to find a missing paper file
- Explain the color-coded filing system for paper files
- Explain how to destroy a medical record

- Describe how to correct an error in a paper chart
- Distinguish between paper medical records and electronic medical records

## **ELECTRONIC MEDICAL RECORDS**

- List information contained in the medical record
- Distinguish between paper medical records and electronic medical records
- Explain how paper records are converted to electronic records
- Discuss HIPAA compliance for electronic medical records
- Discuss use of personal digital assistance with electronic medical records

## **COMPUTERS IN THE MEDICAL OFFICE**

- Describe common types of file storage systems
- Discuss how computers are used in the medical office
- Identify the components of the computer
- Explain how to maintain and secure computer equipment
- Explain computer ergonomics
- Discuss functions of basic office equipment

## **EQUIPMENT, MAINTENANCE, AND SUPPLY INVENTORY**

- Discuss office equipment maintenance, leasing, and purchasing
- Discuss functions of basic office equipment
- Discuss inventory control
- Discuss policies and procedures in the medical office

## **OFFICE POLICIES AND PROCEDURES**

- Create a patient brochure
- Discuss personnel manuals
- Discuss policies and procedures in the medical office

## **HANDLING EMERGENCIES IN THE MEDICAL OFFICE**

- Describe the medical assistant's role in an emergency
- Identify the supplies and equipment used in an emergency and list contents of a crash cart for the medical office
- Explain how to respond to various life-threatening emergencies in the medical office
- Describe considerations in keeping employees safe in the medical office

## **INSURANCE BILLING AND AUTHORIZATIONS**

- Define the medical assistant's role in the insurance claim process
- Define health insurance terminology
- Describe private health insurance and sources of coverage
- Describe the types of managed care plans
- Explain government insurance
- Describe reimbursement methods
- Explain how to prepare a claim using claim forms

- Discuss how to work with fee schedules
- Discuss how to trace claims
- Explain the relationship between accurate documentation and reimbursement
- Discuss how professional fees are determined
- Explain how to verify patient identification

## **BASICS OF DIAGNOSTIC CODING**

- Describe the function and layout of the ICD-10-CM coding book
- List the steps to correctly choose diagnosis codes

## **BASICS OF PROCEDURAL CODING**

- Describe the layout of the CPT coding book
- List the steps to accurate CPT coding
- Discuss how modifiers are used in procedural coding
- Explain the use of the Health Care Common Procedure Coding System and coding guides for specialized medical practices
- Explain the relationship between accurate documentation and reimbursement
- Identify fraudulent practices in coding and billing
- Discuss bundled codes

## **BILLING, COLLECTIONS, AND CREDIT**

- Discuss a manual billing system
- Identify the types of payments typically made in the medical office
- Explain how to post payments to a manual and computerized billing system
- Explain how to prepare an accounts receivable trial balance
- Explain how to verify patient identification
- Discuss common collection policies and issues
- Describe how small claims court works for the medical office

## **PAYROLL, ACCOUNTS PAYABLE, AND BANKING PROCEDURES**

- Discuss the payroll, accounts payable, accounts receivable, and banking procedures for the medical office

## **MANAGING THE MEDICAL OFFICE**

- Describe the characteristics and responsibilities of an effective office manager
- Describe different management leadership styles
- Explain how to conduct an effective staff meeting
- Discuss the tasks associated with staffing the medical office
- Discuss quality improvement and risk management in the medical office
- Discuss the components to effectively manage a medical office staff

## **COMPETING IN THE JOB MARKET**

- Discuss the externship experience
- Prepare an attractive and effective resume



- Write an effective cover letter
- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

## **Electronic Health Records Management Module**

### **HEALTHCARE FACILITIES AND PROFESSIONALS**

- Identify the various organizations associated with the healthcare professions
- Describe the roles of various healthcare professionals
- Differentiate types of healthcare facilities

### **ACCREDITATION, REGULATION AND HIPAA**

- Follow security policy guidelines in a medical facility
- Apply HIPAA privacy policy in a medical office
- Explain HIPAA privacy and security concepts
- List HIPAA transactions and uniform identifiers
- Discuss the importance of accreditation
- Discuss HIPAA security requirements and safeguards

### **FUNDAMENTALS OF HEALTHCARE DATA**

- Describe the various forms of telemedicine
- Discuss the functions of healthcare records
- Explain the fundamental concepts of computers and computer networks

### **THE ELECTRONIC HEALTH RECORD**

- Describe the workflow of an office fully using EHRs
- Compare different forms and features of EHR data
- Explain the importance of electronic health records
- Discuss the HIM responsibilities of the legal health record
- Explain the processes involved in document imaging
- Describe the workflow of charts in the HIM department
- Explain the various ways in which paper records are organized and stored

### **HEALTH INFORMATION PROCESSES**

- Identify different types of digital technologies that are part of electronic health records
- Explain the information system considerations found in various departments
- Describe various HIS and EHR systems and approaches to these systems
- Describe departmental health records systems

### **HEALTHCARE CODING AND REIMBURSEMENT**

- Identify situations of healthcare fraud and abuse
- Describe how a DRG is determined for billing purposes
- Compare prospective payment systems for hospitals and outpatient facilities
- Explain managed care
- Discuss reimbursement methodologies
- Name the coding standards used for billing
- Identify patient and insurance billing terms

## **HEALTH INFORMATION MANAGEMENT**

- Describe electronic data interchange (EDI) transactions
- Discuss the concepts of claim scrubbers, accounts receivable, and the payment floor
- Explain the functions of a clearinghouse
- Differentiate hospital and professional claim forms
- Identify the eight types of HIPAA electronic transactions
- Describe the billing workflow

## **STATISTICS, RESEARCH, AND QUALITY**

- Describe different types of data collected and used by quality management
- Discuss administrative systems used for managerial support
- Explain healthcare statistical terms and formulas
- Identify different types of registries and indexes
- Describe internal and external uses for secondary data

## **ELECTRONIC HEALTH RECORDS: AN OVERVIEW**

- Compare various types of electronic health record computers such as workstation, laptop, and tablet PC
- Contrast inpatient and outpatient charts
- Describe federal government strategies to promote electronic health record adoption
- Discuss social forces that are driving the adoption of electronic health records
- Describe the core functions of an electronic health record

## **FUNCTIONAL EHR SYSTEMS**

- Explain the functional benefits of the EHR
- Explain different methods for capturing and recording EHR data
- Compare different formats of EHR data and prominent code sets

## **BASICS OF MEDICAL RECORD SOFTWARE**

- Demonstrate navigation of the software
- Document a patient encounter
- Complete selected tasks to create a patient account
- Use basic functions of medical record software using Medcin Student Edition Software

## **DATA ENTRY AT THE POINT OF CARE**

- Use Forms
- Use Review of Systems

- Load and use Lists of Findings to speed up data entry

## **ELECTRONIC ORDERS**

- Discuss safety issues and rights related to medication administration
- Use the EHR features related to orders and results
- Compare paper and electronic workflow of orders and results
- Discuss the importance of electronic orders and results

## **PROBLEM LISTS, RESULTS MANAGEMENT, AND TRENDING**

- Create a graph of lab results and vital signs in the chart
- View pending orders and lab test results
- Use Problem Lists
- Use Patient Management

## **DATA ENTRY USING FLOW SHEETS AND ANATOMICAL DRAWINGS**

- Use an EHR drawing tool to annotate drawings in an encounter
- Create a Problem-Based flow sheet
- Create a Form-Based flow sheet
- Work with flow sheets in the EHR system

## **USING THE EHR TO IMPROVE PATIENT HEALTH**

- Explain how patients can be involved in their own health
- Discuss preventive care systems
- Order immunizations for a child
- Calculate Body Mass Index (BMI)
- Create a pediatric growth chart
- Document a well-baby checkup using a wellness form

## **PRIVACY AND SECURITY OF HEALTH RECORDS**

- Explain HIPAA privacy concepts
- Apply HIPAA privacy policy in a medical facility
- List HIPAA transactions and uniform identifiers

## **USING THE INTERNET TO EXPEDITE PATIENT CARE**

- Describe Personal Health Records (PHR)
- Compare different types of telemedicine
- Explain remote access and secure internet communications
- Discuss issues related to security of Internet data
- Compare the Internet to a private network
- Explain how EHR systems use the Internet

## **EHR CODING AND REIMBURSEMENT**

- Use E&M calculator software

- Read tables used in CMS guidelines
- Describe key components of E&M codes
- Demonstrate how Evaluation and Management (E&M) codes are determined
- Explain the relevance of billing codes in an EHR system

**Note: This program can be completed in 6 months. However, students will have online access to this program for a 24-month period.**

## **MICROSOFT OFFICE**

- Module Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities
- Describe proper computer techniques for designing and producing various types of documents
- Demonstrate the common commands & techniques used in Windows desktop
- List the meaning of basic PC acronyms like MHz, MB, KB, HD and RAM
- Use WordPad and MSWord to create various types of documents
- Create headings and titles with Word Art
- Create and format spreadsheets, including the use of mathematical formulas
- Demonstrate a working knowledge of computer database functions, including putting, processing, querying and outputting data
- Define computer terminology in definition matching quizzes
- Use the Windows Paint program to alter graphics
- Use a presentation application to create a presentation with both text and graphics
- Copy data from one MS Office application to another application in the suite
- Use e-mail and the Internet to send Word and Excel file attachments
- Demonstrate how to use the Windows Taskbar and Windows Tooltips
- Explain how copyright laws pertain to data and graphics posted on the Internet
- Take the college computer competency test after course completion
- Follow oral and written directions and complete assignments when working under time limitations

**Note: Although the Microsoft Office Module is not required to successfully complete this program, students interested in pursuing free Microsoft MOS certification may want to consider completing this Microsoft Office Module at no additional cost.**

## **System Requirements:**

### **Windows Users:**

- Windows 8, 7, XP or Vista
- 56K modem or higher
- Soundcard & Speakers
- Firefox, Chrome or Microsoft Internet Explorer

### **Mac OS User:**

- Mac OS X or higher (in classic mode)
- 56K modem or higher
- Soundcard & Speakers
- Apple Safari

### **iPad Users:**

- Due to Flash limitations, eLearning programs are NOT compatible with iPads

### **Screen Resolution:**

- We recommend setting your screen resolution to 1024 x 768 pixels.

### **Browser Requirements:**

- System will support the two latest releases of each browser. When using older versions of a browser, users risk running into problems with the course software.
- Windows Users: Mozilla Firefox, Google Chrome, Microsoft Internet Explorer
- Mac OS Users: Safari, Google Chrome, Mozilla Firefox

### **Suggested Plug-ins:**

- Flash Player
- Real Player
- Adobe Reader
- Java