

Allied Health Program



Middle Tree
Educate Everyone!

Medical Assistant - Front Office Program

Learn more at middletree.org/allied-health-programs/

Program Overview

Program Length

12 Weeks

Program Courses

Online

Program Fee

\$1,250

The Medical Assistant – Front Office Program equips students with the skills needed to support the day-to-day operations of a medical office. Students who complete the program will not only help ensure the business runs smoothly but also contribute to delivering an exceptional experience for patients.

Upon completion, you'll be prepared to step into your first role in a medical office environment with confidence.

What Will You Do?

Start a fulfilling career where you help patients feel prepared, supported, and ready for the best medical care experience. You will:

- Greet patients and route calls
- Schedule appointments
- Manage doctors' calendars
- Manage office technology
- Complete transactions
- Minimal Bookkeeping



Program Curriculum

MAA1: Fundamentals of Medical Administrative Assisting

Introduction to anatomy, medical terminology, patient records, and electronic health record (EHR) systems.

MAA2: Patient Communication and Care

Developing core communication skills with patients, emphasizing professionalism, teamwork, patient intake, insurance verification, and processing.

MAA3: Healthcare Law and Ethics

Covers HIPAA, OSHA, ethical standards, incident reporting, and compliance with CMS guidelines and medical ethics principles.

MAA4: Patient Scheduling and Coordination

Mastering patient scheduling techniques, including telehealth, while upholding patient dignity, privacy, and professional conduct.

MAA5: The Patient Encounter

Covers the full patient visit workflow: check-in, EHR documentation, insurance verification, and check-out communication.

MAA6: Billing and the Revenue Cycle

Explores medical billing, health insurance, coding, claims processing, payment posting, and the complete revenue cycle.

Continued →



Program Curriculum

MAA7: Medical Office Logistics

Understanding office operations, equipment use, safety protocols, data backup, administrative software, telephone skills, and daily opening/closing duties.

MAA8: Practice Assessments and Final Review

Includes timed practice exams #1–4 and a final full-length assessment to prepare for certification testing.

Meet Our Program Director



Kyle Smith brings over 20 years of experience in healthcare education and program leadership. A former U.S. Navy Corpsman, Kyle has built a distinguished career in post-secondary education, serving as Program Director and Department Chair at multiple institutions. He has led initiatives in curriculum development, faculty oversight, and student support for Allied Health and Medical Assisting programs—consistently driving improvements in student success and job placement outcomes.

Kyle holds an MBA with honors from Westwood College and a Bachelor's degree in Health Science from California State University, Long Beach. He has been a nationally registered Medical Assistant for more than 25 years. His areas of expertise include instructional leadership, behavior intervention strategies, and medical assisting education.



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Let's Succeed Together.

Learn more about our adult education programs at middletree.org/allied-health-programs/ or give us a call at (866)-212-0210.