

# Allied Health Program



**Middle Tree**

Educate Everyone!

## Medical Assistant - Front Office Program

Learn more at [middletree.org/allied-health-programs/](https://middletree.org/allied-health-programs/)

# Program Overview

Program Length

**12 Weeks**

Program Courses

**Online**

Program Fee

**\$750**

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.**

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## 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: Position of the MA in Health Care**

Learn the role and scope of practice of a Medical Assistant (MA) within today's healthcare team. Explore how MAs support providers, patients, and office operations, and understand the professional traits that lead to success in this field.

## **MAA2: Legal Fundamentals and Medical Ethics**

Understand the laws and ethical standards that guide medical practice. Topics include patient rights, confidentiality, informed consent, HIPAA compliance, and the ethical decision-making process.

## **MAA3: Administrative Medical Assisting Knowledge**

Build a foundation in essential administrative skills, including managing patient records, organizing office workflow, and ensuring compliance with healthcare regulations.

## **MAA4: Communication**

Develop professional communication skills for working with patients, families, and the healthcare team. Learn verbal, non-verbal, and written communication techniques to improve clarity and patient satisfaction.

## **MAA5: Telecommunication**

Gain skills for handling phone calls and electronic messages in a medical office. Learn call prioritization, proper etiquette, accurate message taking, and effective use of telehealth tools.

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# Program Curriculum

## **MAA6: Overview of Administrative Responsibilities**

Review the full range of administrative duties MAs perform, from front-desk reception to patient record management, scheduling, and coordination with other departments.

## **MAA7: Patient Registration**

Learn the steps for registering patients efficiently and accurately, including gathering demographics, verifying insurance, and preparing initial documentation.

## **MAA8: Scheduling**

Master appointment scheduling techniques that keep the office running smoothly. Explore methods for booking, confirming, rescheduling, and documenting appointments.

## **MAA9: Beginning the Visit**

Understand the front-desk responsibilities at the start of a patient visit. This includes greeting patients, verifying information, and ensuring all forms are completed before the clinical encounter.

## **MAA10: Ending the Visit**

Learn how to close out a patient's visit professionally. Topics include collecting payments, scheduling follow-up appointments, and providing after-visit instructions.

Continued →



# Program Curriculum

## **MAA11: Highlights of Financial Tasks**

Get an overview of basic financial tasks in a medical office, such as handling patient payments, tracking charges, and managing petty cash systems.

## **MAA12: Coding the Visit**

Gain an introduction to ICD and CPT coding systems. Learn the importance of accurate coding for patient records, billing, and insurance claims.

## **MAA13: Billing the Visit**

Understand the billing process from claim creation to reimbursement. Learn how to prepare claims, submit electronically, and handle common billing challenges.

## **MAA14: Administrative Office Functions**

Review the daily operational tasks that keep a medical office organized, including supply management, correspondence, and record retention.

## **MAA15: CMAA Study Guide**

Prepare for the Certified Medical Administrative Assistant (CMAA) exam with focused review materials. This module explores key administrative, clerical, and healthcare office management concepts, offering exam strategies and study tips to strengthen your readiness and confidence.

## **MAA16: CMAA Practice Assessments**

Put your knowledge to the test with realistic CMAA practice assessments. Receive instant feedback to pinpoint strengths and identify areas for improvement, helping you refine your study plan and excel on exam day.

# 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/](http://middletree.org/allied-health-programs/) or give us a call at (866)-212-0210.