

From MassBay Community College:

**Medical Office Administrative Assistant (MOAA)** is the first point of contact between patient and medical practice, with the key responsibility being to foster a professional and positive patient experience. This program will prepare MOAA to pursue entry-level positions as a **medical secretary, receptionist, customer service representative, front office staff, office assistant** and more. All the skills needed to perform a variety of clerical and support tasks for healthcare settings, medical clinics, physician practices, hospital-based practices, and in health related businesses will be taught in this program. This is a perfect career field if you are just out of high school or looking to change your career. This program has something for everyone looking to get started in the healthcare industry.

### **WHAT DO MEDICAL OFFICE ADMINISTRATIVE ASSISTANTS DO?**

The healthcare industry offers millions of jobs in many capacities and is growing rapidly due to the country's aging population and new healthcare laws. Within such a large and growing industry, medical office administrative assistants play a key role in keeping everything running smoothly. Their specific responsibilities vary from location to location but often include:

- **Managing the day-to-day operations of a medical facility**
- **Providing quality customer service to patients**
- **Scheduling and coordinating appointments**
- **Verifying patient insurance and referrals**
- **Completing, submitting and tracking insurance claims**
- **Preparing, sending and tracking correspondence between medical providers and their patients**
- **Updating and organizing medical records**



## Project Academy Training:



### Basic Instruction

- Know your self- create your brand
- Showing-up
- Non-verbal / Interpersonal
- Mindset thinking – Customer focus, Growth Mindset
- Teamwork, Attitude, Communications, Social skills, Critical thinking, Organizing & Planning, Professionalism
- **Personal Skills**, Trust, Respect, Independence, Collaboration, Kindness, Listening, Empathy,

Tasks	Learning Experience
Manage Day to Day	Time management, Process Planning & Management





<b>Quality Customer Management</b>	<b>Flow Charts, Quality Processing, Balanced Score card, 6-Sigma, Customer Ownership</b>
<b>Schedule &amp; Coordinate appointments</b>	<b>Customer focus, Creating a process, info-mapping, follow-up process</b>
<b>Verifying records</b>	<b>Project management, Flowchart,</b>
<b>Creating &amp; Tracking insurance claims</b>	<b>Project Management, 6-Sigma, Info mapping</b>
<b>Creating &amp; Tracking Correspondence</b>	<b>Info, Mapping, Project Management, 6 sigma, Customer focus,</b>
<b>Update Medical Records</b>	<b>Project Management, Flowchart, Creating a info document process. Learn medical records procedure</b>

