

Medical Administrative Assistant, SS

Academic Year 2025-2026

Program Description:

Medical Administrative Assistants are clerical professionals who handle various office tasks at hospitals and private-practice clinics. They are trained to manage the front desk operations for hospitals, doctors' offices, and other medical facilities. Following completion of the skill set, students will be eligible to sit for the Certified Medical Administrative Assistant (CMAA) certification through National Health Career Association (NHA). This is a seamless career ladder to the Medical Assistant program.

Program Outcomes:

- Identify the procedures for patient record retrieval and reimbursement
- Explain the role of a medical administrative assistant
- Apply computer and information literacy skills using electronic health records software
- Recognize laws and issues related to ethics and confidentiality
- Demonstrate effective communication and customer service skills among patients, providers, team members, and third-party payers
- Demonstrate professional behavior
- Schedule and manage appointments
- Organize and maintain a patient's medical record
- Apply managed care procedures and policies
- Perform basic procedural and diagnostic coding
- Complete insurance claim forms

Career Outlook and Salary Forecast:

For the most current information please refer to the Bureau of Labor Statistics "Occupational Outlook Handbook" found at www.bls.gov/ooh/.

Contact Information:

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Medical Administrative Assistant Skill Set—Major Code SS76							
Name:					ID Number 942-		
Educational Counselor:							
Faculty Advisor:							
COURSE	REQUIREMENTS	SEM	HRS	GR	SUBSTITUTE/REPEAT CRS	SEM	CR
AH 151	Medical Terminology		3				
MA 205	Medical Office Coding & Claims Procedures		3				
MA 206	Medical Assisting Techniques I		3				
MA 208	Medical Office Procedures II		3				
			12				
HOURS REQUIRED FOR GRADUATION: 12							