



Apprenticeship**USA**

---



Alaska Primary Care  
ASSOCIATION

**Appendix A.4**

**CERTIFIED MEDICAL ADMINISTRATIVE ASSISTANT**

**WORK PROCESS SCHEDULE**

**AND**

**RELATED INSTRUCTION OUTLINE**

**O\*NET-SOC Code : 43-6013.00 RAPIDS Code : 0751**



**Appendix A.4**  
**WORK PROCESS SCHEDULE**  
**MEDICAL ADMINISTRATIVE ASSISTANT**  
**O\*NET-SOC CODE : 43-6013.00 RAPIDS CODE : 0751**

This schedule is attached to and a part of these Standards for the above identified occupation.

**1. TYPE OF OCCUPATION**

Time-based                       Competency-based                       Hybrid

**2. TERM OF APPRENTICESHIP**

The term of the occupation is one years with an OJL attainment of 2,000 hours, supplemented by the minimum required 150 hours of related instruction.

**3. RATIO OF APPRENTICES TO JOURNEYWORKERS**

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker/mentors will be:

Two (2) apprentices may be employed in each medical office for each regularly employed office or business manager or supervisor.

**4. APPRENTICE WAGE SCHEDULE**

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Medical Office Assistant journeyworker wage rate, which is: \$18.04 per hour.

|  |  |
|--|--|
| 1 <sup>st</sup> 3 months + 500 OJL hours = 60% | 2 <sup>nd</sup> 3 months + 500 OJL hours = 70% |
| 3 <sup>rd</sup> 3 months + 500 OJL hours = 80% | 4 <sup>th</sup> 3 months + 500 OJL hours = 90% |

*Note: Journeyworker hourly wage rate based on the Alaska mean wage data: <http://live.laborstats.alaska.gov/wage>).*

**5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)**

**6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)**



**Appendix A.4**  
**WORK PROCESS SCHEDULE**  
**MEDICAL ADMINISTRATIVE ASSISTANT**  
**O\*NET-SOC CODE : 43-6013.00 RAPIDS CODE : 0751**

During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

| <b>Certified Medical Assistant<br/>Work Processes</b>   | <b>Demonstrated<br/>Competence</b> | <b>Approximate<br/>OJL Hours</b> |
|---|------------------------------------|----------------------------------|
| <b>A. Manage General Office</b> <ol style="list-style-type: none"> <li>1. Track license &amp; certificate of health care personnel</li> <li>2. Coordinate Patient/office communication</li> <li>3. Provide/coordinate office maintenance</li> <li>4. Coordinate/process incoming/outgoing mail</li> <li>5. Maintain account payable &amp; receivables</li> <li>6. Maintain &amp; update procedure manuals</li> <li>7. Inventory &amp; order office equipment &amp; supplies</li> <li>8. Maintain &amp; control medication inventory</li> <li>9. Interact with staff and patients to optimize work flow</li> </ol> | <b>I</b>                           | <b>300</b>                       |
| <b>B. Coordinate &amp; Schedule Appointments</b> <ol style="list-style-type: none"> <li>1. Coordinate physician's and staff schedules</li> <li>2. Schedule patient's appointments</li> </ol>  | <b>II</b>                          | <b>400</b>                       |
| <b>C. Administrative Intake of Patient</b> <ol style="list-style-type: none"> <li>1. Obtain referrals/authorizations for treatment</li> <li>2. Coordinate insurance information</li> <li>3. Collect copayments/payments on account</li> <li>4. Submit insurance claims</li> <li>5. Provide billing statements to patient</li> <li>6. Document patient communication, observations and clinical treatments</li> <li>7. Employ professional techniques during verbal, non-verbal and text based interactions</li> </ol>   | <b>III</b>                         | <b>400</b>                       |
| <b>D. Maintain Health Information</b> <ol style="list-style-type: none"> <li>1. Obtain and file consents</li> <li>2. Provide for patient confidentiality</li> <li>3. Document and maintain all patient information</li> <li>4. Prepare patient chart of office visit</li> <li>5. File office data</li> <li>6. Transfer patient/client records electronically</li> <li>7. Abide by principles and laws related to confidentiality</li> </ol>   | <b>IV</b>                          | <b>400</b>                       |



|   |           |              |
|---|-----------|--------------|
| <b>E. Provide/Maintain a Safe and Aseptic Environment</b> <ol style="list-style-type: none"><li>1. Maintain clean office environment</li><li>2. Practice standard safety precautions</li><li>3. Don gloves and PPE as appropriate</li><li>4. Maintain personal hygiene, wash hands</li><li>5. Comply with risk management and safety procedures</li></ol>   | <b>V</b>  | <b>250</b>   |
| <b>F. Maintain Professional Responsibilities</b> <ol style="list-style-type: none"><li>1. Adapt communications to an individual's understanding</li><li>2. Demonstrate respect for individual diversity</li><li>3. Participate in continuing education</li><li>4. Participate in community health activities</li><li>5. Serve as mentor to other health care professionals</li><li>6. Maintain basic life support certificate</li><li>7. Maintain professional network</li><li>8. Identify potential consequences for failing to operate within the scope of practice of a medical assistant</li><li>9. Participate in performance improvement</li><li>10. Provide care within legal &amp; ethical boundaries</li></ol> | <b>VI</b> | <b>250</b>   |
| <b>Total OJL Hours</b>  |           | <b>2,000</b> |



**Appendix A.4**  
**RELATED INSTRUCTION OUTLINE**  
**MEDICAL ADMINISTRATIVE ASSISTANT**  
**O\*NET-SOC CODE : 43-6013.00 RAPIDS CODE : 0751**

**Related Technical Instruction Provider: Alaska Primary Care Association (APCA)**  
**1231 Gamble Street Suite 200, Anchorage, Alaska 99501, Phone 907-929-2730**

**Instructional Guide:**

Certified Medical Administrative Assistant

National Healthcare Association

**Supplemental References:**

- Alexander Patricia Adams, *Kinn’s The Administrative Medical Assistant: An Applied Learning Approach* (Saunders 8th 2013)
- Carol J. Buck, *Step-by-Step Medical Coding* (Saunders 2015 ed.)
- Michelle Green, *Understanding Health Insurance: A Guide to Billing and Reimbursement* (Cengage, 12th ed. 2015)
- Anne Castro, *Principles of Healthcare Reimbursement* (AHIMA Press, 4th ed. 2013)

The related technical instruction outlines the courses providing the technical knowledge supplementing the on-the-job learning. It is through the combination of both the on-the-job learning and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 288 hours of related instruction is recommended for this occupation. The above is the suggested course curriculum during the term of apprenticeship. Supplemental materials are available as further references and may not be required to complete the apprenticeship program.

Program, orientation will be delivered by the APCA Apprenticeship Coordinator who will establish Supervisor, Mentor and Apprentice rolls, duties, expectations and outcomes.

| <b>Certified Medical Administrative Assistant NHA Study Guide</b>   | <b>Hours</b> |
|---|--------------|
| <p><b>Chapter 1 - Scheduling</b></p> <p><b>Learning Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Types of Patient Scheduling <ol style="list-style-type: none"> <li>a. Computer Scheduling</li> <li>b. Book Scheduling</li> <li>c. Type of Scheduling</li> </ol> </li> <li>2. Determining Scheduling Needs <ol style="list-style-type: none"> <li>a. Patient Needs</li> <li>b. Provider Needs</li> <li>c. Length of Appointment</li> </ol> </li> <li>3. Following Appointment Protocols <ol style="list-style-type: none"> <li>a. Late Payment</li> <li>b. Emergency Calls</li> <li>c. Patients without Appointments</li> <li>d. No-Shows</li> </ol> </li> </ol> | <b>10</b>    |



|  |                  |
|--|------------------|
| <p><b>Chapter 1 - Scheduling continued</b></p> <ul style="list-style-type: none"><li>e. Strategies for Preventing and Documenting No-Shows</li><li>4. Arranging Diagnostic Testing and Procedures</li><li>5. Confirming Future Appointments<ul style="list-style-type: none"><li>a. Follow HIPPA Guidelines</li><li>b. Confirming Insurance Details</li></ul></li></ul>  |                  |
| <p><b>Chapter 2 - Patient Intake</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"><li>1. Demographic Information<ul style="list-style-type: none"><li>a. Collect Basic Information</li><li>b. Collect Basic Information from People who have Disabilities</li><li>c. Advance Directive Forms</li><li>d. Building Patient Health Records</li></ul></li><li>2. Insurance Information<ul style="list-style-type: none"><li>a. Precertification and Preauthorization</li><li>b. Primary and Secondary Coverages</li></ul></li><li>3. Coding Systems<ul style="list-style-type: none"><li>a. Transitioning between ICD-9-CM and ICD-10-CM</li><li>b. Healthcare Common Procedures System (HCPCS)</li></ul></li><li>4. Ensuring Completion Forms</li><li>5. Preparing Encounter Forms<ul style="list-style-type: none"><li>a. Processing Referrals</li><li>b. Back-Office Procedures</li></ul></li><li>6. Prepare Daily Charts<ul style="list-style-type: none"><li>a. Filing Patients' Charts</li><li>b. Retrieving Patients' Charts</li><li>c. Elements of Medical Records</li><li>d. Planning Ahead</li></ul></li></ul> | <p><b>20</b></p> |
| <p><b>Chapter 3 - Office Logistics</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"><li>1. Filing Medical Records<ul style="list-style-type: none"><li>a. Filing Systems for Paper Systems</li><li>b. Organizing Charts</li><li>c. Scanning Documents</li><li>d. Differences between EHRs and EMRs</li></ul></li><li>2. Financial Procedures<ul style="list-style-type: none"><li>a. Basic Information about Health Insurance</li><li>b. Fee Schedule</li><li>c. Basic Bookkeeping Information</li></ul></li><li>3. Mail Deliveries<ul style="list-style-type: none"><li>a. Steps for Shorting and Distributing Mail</li><li>b. Classes of Mail</li><li>c. Special Services</li><li>d. Private Carriers</li><li>a. Packing Slips</li></ul></li></ul>   | <p><b>20</b></p> |



|  |           |
|--|-----------|
| <b>Chapter 4 – Compliance</b><br><br>1. HIPPA Guidelines<br>a. Securing Charts<br>b. Using a HIPPA – Compliant Sign-In Sheet<br>c. Accessing PHI<br>d. Communicating with Patients<br>e. Electronic PHI<br>f. Penalties for Violating Practices<br>2. OSHA Guidelines<br>a. Exposure Control Plan<br>b. Reporting an OSHA Incident<br>c. Evacuation Plan<br>3. Center for Medicare/Medicaid Services (CMS) Guidelines<br>a. Differences between Medicare and Medicaid<br>b. Medicare and Medicaid Fraud<br>c. Reporting Fraud<br>d. Consequences of Fraud<br>e. CMS-1500 Form<br>f. UB-04 Form | <b>30</b> |
| <b>Chapter 5 – Patient Education</b><br><br><b>Learning Objectives:</b><br>1. Patient Bill of Rights<br>a. Introduction<br>b. The Eight Points of the Patient’s Bill of Rights<br>c. Explaining the Patient’s Bill of Rights<br>d. Different Kinds of Consent<br>2. Patient Insurance Responsibilities<br>3. Government and Private Insurance<br>a. Introduction<br>b. Government Insurance<br>c. Commercial Insurance   | <b>30</b> |
| <b>Chapter 6 - General Office Policies and Procedures</b><br><br><b>Learning Objectives:</b><br>1. Opening and Closing Procedures<br>a. Starting the day<br>b. Keeping Track of Supplies<br>c. Closing the office<br>2. Greeting Patients<br>a. Courteous Behavior to All Patients<br>b. Wait Times<br>3. Telephone Etiquette<br>a. Identify the Facility<br>b. Identify the Caller and the Reason for the Call<br>c. Minimizing the Time “On Hold”<br>4. Creating Correspondence  | <b>30</b> |



|   |            |
|---|------------|
| <ul style="list-style-type: none"><li>a. Writing a Business Letter</li><li>b. Other Types of Communication</li><li>c. Applying Proper Postage</li><li>5. Basic Computer Skills<ul style="list-style-type: none"><li>a. Use of internet</li><li>b. HIPPA Regulations and Electronic Information</li><li>c. Use of Hardware</li></ul></li></ul>   |            |
| <p><b>Chapter 7 – Medical Terminology</b></p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"><li>1. Using Medical Terminology with Patients and Providers<ul style="list-style-type: none"><li>a. Tips for Pronunciations</li><li>b. Tips for Spelling</li><li>c. Identify Medical Terms</li></ul></li><li>2. Abbreviations and Acronyms<ul style="list-style-type: none"><li>a. Abbreviations</li><li>b. Using Abbreviations Throughout the Day</li><li>c. Standardized Medical Terminology</li><li>d. Acronyms</li></ul></li><li>3. Using Word Parts to Define Medical Terminology<ul style="list-style-type: none"><li>a. Building Words</li></ul></li></ul> | <b>30</b>  |
| <b>Total Related Technical Instruction Hours</b>  | <b>150</b> |