
Appendix A

MEDICAL ADMINISTRATIVE ASSISTANT

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

Appendix A

**WORK PROCESS SCHEDULE
MEDICAL ADMINISTRATIVE ASSISTANT
O*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751CB (Medical Secretary)**

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

1. APPRENTICESHIP APPROACH

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the occupation is twelve (12) months through the demonstration and achievement of workplace competencies and supplemented by the required related instruction courses.

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 at each medical office or clinical site for each regularly employed Office or Business Manager or Supervisor.

4. APPRENTICE WAGE SCHEDULE

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Medical Administrative Assistant journeyworker wage rate, which is \$17.59 per hour.

Period	Hourly Wage	OJL Duration	OJL Competencies	Related Instruction
1 st	\$10.55	6 months or 1,000 OJL hours	Demonstrated Skills	Satisfactory progress
2 nd	\$14.07	6 months or 1,000 OJL hours	Demonstrated Skills	Satisfactory progress
End	\$17.59	Complete	Complete	Complete

Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses.

The current base journeyworker completion wage rate may be adjusted by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all apprentices who

are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of three (3) months.

6. SELECTION PROCEDURES

Sponsors should familiarize themselves with the Apprenticeship EEO Introductory Video, Tools, and Resources at www.apprenticeship.gov/eo.

APPLICATION PROCEDURES

- A. Openings for applications for apprenticeship will be determined by the Sponsor. All applications will be identical in form and requirements.
- B. Receipt of the properly completed application form, along with required supporting documents will constitute the completed application. Incomplete applications will not be considered.
- C. All applicants who have met the minimum qualifications and have submitted a complete application will be notified of the date, time, and place to appear for interview (if applicable).

SELECTION PROCEDURES

- A. The Sponsor will schedule the interview (if applicable) and evaluation session. All qualified applicants will be interviewed and evaluated for selection within 60 days of their application date.
- B. The interviewer or evaluator will rate each applicant on each of the factors on the applicant rating form, taking into account the information on the application and required documents. The interviewer will record the questions asked and the general nature of the applicant's answers.
- C. After completing the interview and evaluation of the qualified applicants, the individual rating scores of the interviewer(s) will be added together and averaged to determine the applicant's final rating.
- D. Applicants will be placed on a "Ranking List" according to their scores at the evaluation session, with the applicant having the highest score being at the top of the list, and all applicants then listed in descending order based on score.
- E. As openings for the registration of new apprentices occur, the highest ranked applicant will be notified of selection. It will be the responsibility of the applicant to keep the Sponsor informed of their current home mailing address, telephone number, and e-mail address. Selected applicants must respond to the notice of selection within forty-eight (48) hours of notice.
- F. Incumbent Employees: Employees who are gainfully employed in the occupation and who have met the minimum qualifications for apprenticeship may qualify for immediate registration into the program upon approval by the program sponsor and employer. The sponsor will determine

what additional training requirements are needed to ensure that the employee receives all necessary training for completion of the apprenticeship program.

- G. Pre-Apprenticeship Preparatory Programs: An individual who has completed a structured pre-apprenticeship training program that meets the requirements outlined in Training and Employment Notice 13-12, Defining a Quality Pre-Apprenticeship Program and Related Tools and Resources, in any occupational area covered in these standards of apprenticeship and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program. The candidate shall provide official documentation confirming that he or she fulfilled the specific requirements of the pre-apprenticeship program, such as completion/graduation certificates, transcripts, notarized letters of confirmation, and sworn statements. The sponsor will evaluate the training received to grant appropriate credit on the term of apprenticeship.

WORK PROCESS SCHEDULE
MEDICAL ADMINISTRATIVE ASSISTANT
O*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751CB (Medical Secretary)

Description: Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence

On-the-Job Learning (OJL)

1. During the Apprenticeship, the Apprentice shall receive work experience and job related education in all phases of the occupation, including safe work practices, necessary to develop the skill and proficiency of a skilled professional.
2. The program sponsor must ensure Apprentices are rotated throughout the various work processes to ensure a well-rounded professional upon completion of the Apprenticeship, and identify what methodology will be used to track progression of experience on-the-job.
3. Such on-the-job training shall be carried on under the direction and guidance of a qualified professional.
4. The employer and skill mentor (where appropriate) shall review all of the work processes and adapt the appropriate competencies, which are appropriate for the Agency's specific needs/requirements and to ensure the Apprentice is properly trained in all aspects of the occupation.

Each employer and/or program sponsor will determine the appropriate examples of each core competency in the below work process schedule. In the list below, each core competency should be completed depending on stated scope of practice and employer requirements.

Field Training (FT) - Mentor/Journeyworker has provided training and demonstrated task to the apprentice

Demonstrated Fundamentals (DF) - Apprentice can perform the task with some coaching

Proficient in Task (PIT) - Apprentice performs the task properly and consistently

Completion Date (CD) - Date apprentice completes final demonstration of competency

Initial and date in the box when complete

WORK PROCESSES	FT	DF	PIT	CD
MEDICAL ADMINISTRATIVE ASSISTANT				
A. Answer telephones to direct calls or provide information.				
1. Answer telephones and direct calls to appropriate staff.				
B. Maintain medical records.				
1. Maintain medical records, technical library, or correspondence files.				
2. Transcribe recorded messages or practitioners' diagnoses or recommendations into patients' medical records.				
3. Compile and record medical charts, reports, or correspondence, using typewriter or personal computer.				

C. Transcribe spoken or written information.				
1. Transcribe recorded messages or practitioners' diagnoses or recommendations into patients' medical records.				
D. Compile data or documentation.				
1. Compile and record medical charts, reports, or correspondence, using typewriter or personal computer.				
E. Schedule appointments.				
1. Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.				
2. Schedule tests or procedures for patients, such as lab work or x-rays, based on physician orders.				
F. Prepare documentation for contracts, transactions, or regulatory compliance.				
1. Complete insurance or other claim forms.				
G. Send information, materials or documentation.				
1. Transmit correspondence or medical records by mail, e-mail, or fax.				
2. Perform bookkeeping duties, such as credits or collections, preparing and sending financial statements or bills, and keeping financial records.				
H. Greet customers, patrons, or visitors.				
1. Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.				
I. Refer customers to appropriate personnel.				
1. Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.				
J. Interview employees, customers, or others to collect information.				
1. Interview patients to complete documents, case histories, or forms, such as intake or insurance forms.				
K. Operate computers or computerized equipment.				
1. Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.				

L. Operate office equipment.				
1. Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.				
M. Collect deposits, payments or fees.				
1. Perform bookkeeping duties, such as credits or collections, preparing and sending financial statements or bills, and keeping financial records.				
N. Maintain financial or account records.				
1. Perform bookkeeping duties, such as credits or collections, preparing and sending financial statements or bills, and keeping financial records.				
O. Arrange services or reservations for patrons.				
1. Arrange hospital admissions for patients.				
P. Prepare business correspondence.				
1. Prepare correspondence or assist physicians or medical scientists with preparation of reports, speeches, articles, or conference proceedings.				
Q. Order materials, supplies, or equipment.				
1. Perform various clerical or administrative functions, such as ordering and maintaining an inventory of supplies.				

RELATED INSTRUCTION OUTLINE
MEDICAL ADMINISTRATIVE ASSISTANT
O*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751CB (Medical Secretary)

Related Instruction Provider: Alaska Primary Care Association
 Method: Synchronous Online, Electronic Media, Self-study

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The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the course curriculum during the term of apprenticeship.

Instructional Guide:

Certified Medical Administrative Assistant, National Healthcare Association

Supplemental References:

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

Medical Administrative Assistant – NHA Study Guide	Hours
<p>Chapter 1 - Scheduling</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> 1. Types of Patient Scheduling <ol style="list-style-type: none"> a. Computer Scheduling b. Book Scheduling c. Type of Scheduling 2. Determining Scheduling Needs <ol style="list-style-type: none"> a. Patient Needs b. Provider Needs c. Length of Appointment 3. Following Appointment Protocols <ol style="list-style-type: none"> a. Late Payment b. Emergency Calls c. Patients without Appointments 	10 Hours

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

<p>Chapter 4 - Compliance</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> 1. HIPAA Guidelines <ol style="list-style-type: none"> a. Securing Charts b. Using a HIPAA – Compliant Sign-In Sheet c. Accessing PHI d. Communicating with Patients e. Electronic PHI f. Penalties for Violating Practices 2. OSHA Guidelines <ol style="list-style-type: none"> a. Exposure Control Plan b. Reporting an OSHA Incident c. Evacuation Plan 3. Center for Medicare/Medicaid Services (CMS) Guidelines <ol style="list-style-type: none"> a. Differences between Medicare and Medicaid b. Medicare and Medicaid Fraud c. Reporting Fraud d. Consequences of Fraud e. CMS-1500 Form f. UB-04 Form 	<p>30 Hours</p>
<p>Chapter 5 - Patient Education</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> 1. Patient Bill of Rights <ol style="list-style-type: none"> a. Introduction b. The Eight Points of the Patient’s Bill of Rights c. Explaining the Patient’s Bill of Rights d. Different Kinds of Consent 2. Patient Insurance Responsibilities 3. Government and Private Insurance <ol style="list-style-type: none"> a. Introduction b. Government Insurance c. Commercial Insurance 	<p>30 Hours</p>
<p>Chapter 6 - General Office Policies and Procedures</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> 1. Opening and Closing Procedures <ol style="list-style-type: none"> a. Starting the day b. Keeping Track of Supplies c. Closing the office 2. Greeting Patients <ol style="list-style-type: none"> a. Courteous Behavior to All Patients b. Wait Times 3. Telephone Etiquette <ol style="list-style-type: none"> a. Identify the Facility b. Identify the Caller and the Reason for the Call c. Minimizing the Time “On Hold” 4. Creating Correspondence <ol style="list-style-type: none"> a. Writing a Business Letter b. Other Types of Communication 	<p>30 Hours</p>

<ul style="list-style-type: none"> c. Applying Proper Postage 5. Basic Computer Skills <ul style="list-style-type: none"> a. Use of internet b. HIPAA Regulations and Electronic Information c. Use of Hardware 	
<p>Chapter 7 – Medical Terminology</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> 1. Using Medical Terminology with Patients and Providers <ul style="list-style-type: none"> a. Tips for Pronunciations b. Tips for Spelling c. Identify Medical Terms 2. Abbreviations and Acronyms <ul style="list-style-type: none"> a. Abbreviations b. Using Abbreviations Throughout the Day c. Standardized Medical Terminology d. Acronyms 3. Using Word Parts to Define Medical Terminology <ul style="list-style-type: none"> a. Building Words 	30 Hours
Total	170 Hours