

MEDICAL ADMINISTRATIVE ASSISTANT PROGRAM MAP
SECOND GENERATION MAP
 7/10/17 L.Sours

Term 1

Term 2

Institutional Learning Outcomes (ILOs)
 AK Application of Knowledge
 AL Approach to Learning
 COM Communication
 CT Critical Thinking
 PG Personal Growth

- Program Learning Outcomes (PLOs)**
1. Perform health care office procedures that include scheduling, bookkeeping, billing and payment collection, utilizing a working knowledge of medical terminology, body systems, common medications, electronic health records and insurance.
 2. Educate, advocate for, and collaborate with patients and the health care team within the scope of practice.
 3. Compose, edit, proofread, and accurately produce health care and other business documents using appropriate software and equipment within specified timelines.
 4. Integrate computer and communication technologies, as well as critical thinking skills, to accomplish health care office tasks.
 5. Store, retrieve, distribute, and manage information and supplies as per clinic protocol.
 6. Uphold legal and ethical standards and adhere to principles of patient confidentiality within the health care and community environment as defined by HIPAA.
 7. Demonstrate professionalism through acceptable attitude, organization and time management skills, and attire.
 8. Apply verbal, nonverbal, and written communication principles and skills effectively and compassionately within a team setting.
 9. Maintain industry standards of quality control and safety principles in the workplace.

