



## CERTIFIED MEDICAL ADMINISTRATIVE ASSISTANT (CMAA)

Offered Fall and Spring ONLY



The Medical Administrative Assistant Program is a Twelve- to fourteen-week curriculum that consists of 278 hours of classroom instruction, skills lab, and clinical experiences in a hospital or clinical setting. Medical Administrative Assistants work under the direct supervision of the physician. The Medical Administrative Assistants have a variety of duties depending on the type of facility in which they work and the tasks of the specific job description. They may greet patients, assemble and organize medical records, perform office accounting and bookkeeping, file documents, perform data entry, complete basic billing and coding tasks, complete insurance claims, verify insurance coverage, manage inventory, and respond to telephone, electronic and written communication. CMAAs may also schedule/ coordinate appointments, outpatient procedures, hospital admissions, and physician consultations. Medical Administrative Assistant graduates may work as a Unit Secretary, Medical Receptionist, Patient Advocate/Representative Medical Scheduler, Medical Secretary, or Admission Clerk.

*Jeremiah's Hope Academy is an Eligible Training Provider for WIA in the State of Alabama. Check with your County's Career Center for more information.*



*"Training You Can Believe In"*

St. Vincent's Birmingham  
Jeremiah's Hope Academy  
2800 University Boulevard  
Birmingham, Alabama 35233  
205-939-7263  
[www.jhacademy.org](http://www.jhacademy.org)

## Application Requirements:

A high school diploma or GED is required. Applicants must be at least 18 years old, complete a background check, drug screening, Work Keys academic placement test. Interviews are required. This process is lengthy and competitive but assures that students will be qualified to work in hospitals and healthcare institutions. Nonrefundable application fees required.

## Training

Training programs provide classroom instruction and supervised clinical experiences related to Medical Administrative Assistant procedures, interpersonal / communication skills, legal and ethical responsibilities, medical terminology, basic human anatomy, transcription of doctors' orders and employability skills. Supervised clinical experiences for Medical Administrative Assistants occur in a physician office or hospital setting. Successful completion of an approved program in Medical Administrative Assistant prepares the student to take the National Healthcare Career Certification Examination.

- **\$100 Application Processing Fee (Non-refundable)**
- **Tuition Cost (includes books, supplies and basic cert. fee): \$ 1627.50**
- Additional cost for clinical scrubs
- Additional certifications optional for additional fee

**\*Scholarships are available for those who qualify**

**Fees effective January, 2015 and are subject to change**

# Medical Administrative Assistant FAQs

## ***Where do Medical Administrative Assistants work, what are their hours, and what do they do?***

Medical Administrative Assistants work in hospital, clinic and office settings assisting nursing staff, laboratory staff and physicians with non-clinical clerical tasks. Full-time, part-time and flex-time positions are available, and hospital opportunities include nights and week-ends.

Since the function of the Medical Administrative Assistant is to support the medical staff, they often serve as the link between departments, physicians, nursing staff, patients and visitors, and must possess strong verbal and written communication skills to ensure the smooth delivery of services. Medical Administrative Assistants are highly visible and serve at the initial contact in nearly every work setting and represent the medical staff. It is crucial that these individuals be highly organized, be able to prioritize work for effectiveness and efficiency, and to be calm and professional when dealing with the public. Medical Administrative Assistants answer a particular vocational call to sacred work as they set the tone for a patient's visit.

## ***What can the Medical Administrative Assistant expect in the workplace?***

Medical Administrative Assistants may interact with patients and families that are fearful, confused, irritable and/or under stress. While the work may be emotionally draining and organizationally demanding, Medical Administrative Assistants gain satisfaction from assisting the patients and families in need, and from being a team member supporting the work of the medical staff.

## ***What are the physical demands of being a Medical Administrative Assistant?***

This work demands long periods of sitting, and may include stooping, reaching, kneeling, occasional lifting/pushing, and walking.

## ***What will the Medical Administrative Assistant training include?***

The Medical Administrative Assistant Program is a twelve- to fourteen-week program that incorporates classroom, interactive computer skills lab, and a clinical experience course in the hospital/clinical setting. Classroom instruction offers the Medical Administrative Assistant a wide variety of classes in Life Skills, human relations, introduction to healthcare, basic human structure, medical terminology, and faith based patient care which provides a holistic view of their role in healthcare provision.

## ***What is the class schedule for Medical Administrative Assistant training at Jeremiah's Hope Academy?***

The class schedule is dependent upon available classroom space, and is subject to change based upon the classroom needs of St. Vincent's Hospital Birmingham for meetings and training events. You can go to the website at [www.jhacademy.org](http://www.jhacademy.org) to see the most up to date class schedules.

## ***Can I expect to find employment as a Medical Administrative Assistant?***

Nearly every hospital or healthcare provider has frequent openings for Unit Secretaries, Schedulers, Receptionists, Admissions Clerks and/or Patient Advocates. Medical Administrative Assistants are eligible to apply for and fill these positions. It is a growing field and, with the current health care reform, the need is projected to increase.