

# MEDICAL ADMINISTRATIVE ASSISTANT WITH EHR

Coordinate Patient  
Communication and  
Information for Smooth  
Healthcare Journey

# A Better Way to Learn

Traditional education isn't for everyone. Curriculums are broad, schedules are rigid, and the commitment is a huge time-suck, taking years (and years) to complete. Oh, and it's expensive, too, leaving students drowning in debt. **That's why we're dedicated to providing better options.**

## 6 years

The time most people take to earn a four-year college degree.\*

[\\*NPR](#)

## 33%

Percentage of underemployed college graduates in 2020.\*

[\\*Federal Reserve Bank of New York](#)

## 213%

Increase in college tuition over the past three decades.\*

[\\*CNBC.com](#)

## \$26,900

Average student debt from four-year public schools in 2018.\*

[\\*CNBC.com](#)

## Our Passion:

Because we've walked a mile (or two) in your shoes. We know what it feels like to drag tired feet across the unforgiving floor of a dead-end job. We understand the pressure to provide for a family. And we believe you deserve better. That's why we've spent the last 25+ years doing everything we can to improve eLearning and develop the most comprehensive healthcare training programs on the market. And we won't stop until you succeed—until you become a better version of yourself. And that's a promise.



# Medical Administrative Assistant w/EHR

## INDUSTRY FACTS



### What do medical administrative assistants do?

Healthcare is changing. With healthcare reform, medical records

must move to an electronic format, which has created an incredible need for administrative professionals trained on electronic health record (EHR) software. Medical administrative assistants with EHR skills are the specialized administrative personnel increasingly in demand to keep the modern medical office running smoothly.

Specific responsibilities vary from location to location, but may include the following:

- Creating and updating patients' electronic health records
- Managing the day-to-day operations of a medical facility
- Scheduling and coordinating appointments
- Verifying patient insurance
- Completing and submitting insurance claims
- Preparing correspondence between medical providers and their patients
- Providing quality customer service to patients

### Where do they work?

Medical administrative assistants work in a professional environment in a variety of healthcare facilities, and the demand for them will only increase as electronic health records become more standard. Positions can be found in doctors' offices, hospitals, outpatient clinics, and many other types of healthcare facilities.

### How much do they earn?

Salaries for this job vary based on location and experience, but the average medical admin assistant makes \$28,600 per year.

### How's the job outlook?

Healthcare as a whole is expected to add over 2.3 million new jobs over the next few years, which is driven by an aging population that requires more care. This rapid industry expansion will greatly increase the need for administrative personnel, especially those with EHR expertise. Over 129,000 new jobs are expected for medical administrative assistants before 2026. Professionals with EHR expertise will be in the highest demand.

\*U.S. Department of Labor, Bureau of Labor Statistics

"When I signed up for the medical administrative assistant program, I was nervous because I didn't have a medical background at all. The way this program is set up has allowed me to grow and become confident in the policies and procedures expected from a certified medical administrative assistant."

Jessica, New Horizons of Wisconsin LEARNER

# Medical Administrative Assistant w/EHR

## PROGRAM DETAILS

### Improve Your Life

When it comes to career training, you'll find a lot of posers out there. Con artists that'll try to impress you with fancy hyperbole. But through all the noise, the distinct sound of success can be heard. Your success. All it takes is a little push. A nudge in the right direction—and your whole life could change. New doors opened. New worlds discovered. New opportunities explored.

### Prepare For A Better Job

Train affordably without sacrificing quality. This program's comprehensive training was developed by industry professionals with years of experience and is approved by the National Healthcare Association (NHA). The program is specifically designed to help you prepare for the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Record Specialist (CEHRS) exams and gain the necessary knowledge and skills to begin working as soon as you're ready.

### Learn Your Way (From Home)

With online training, you can absorb more knowledge and learn more skills—fast.

- Study on a schedule that fits your life
- Progress at a pace that matches your learning style
- Adjust the time and effort you devote to your coursework each day

### Receive Coaching and Guidance

When you train with New Horizons of Wisconsin, we back you every step of the way—from sign-up through course completion.

- Learner support
- Technical support
- Career support

### Get Certified

We'll prepare you to take nationally recognized exams so you can explore greater opportunities in your area.

- **Certified Medical Administrative Assistant (CMAA)**
- **Certified Electronic Health Records Specialist (CEHRS)**

### Program Outline

#### Course

Program Orientation: Medical Administrative Assistant

HealthCare Foundational Knowledge and Basic Science

Patient Care Coordination and Education

Computer Fundamentals

Medical Administrative Assistant

Communication and Customer Service in the Healthcare Office

Medical Laws and Ethics

Electronic Medical Records

Career Success in Healthcare

Program Completion

**TOTAL WEEKS: 6**

# Medical Administrative Assistant w/EHR

## LEARNING OBJECTIVES



New Horizons of Wisconsin expert-developed curriculum includes training on ezEMRx software, an industry-standard, government-certified EHR software platform, to ensure you have the hands-on experience you need. You'll also be prepared for the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) exams after completion. With New Horizons of Wisconsin affordable pricing, you get quality online training with one-on-one support. The learning objectives outlined below provide a map of the knowledge and skills you'll gain as you complete each course.

### Program Orientation: Medical Administrative Assistant

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report.
- Identify and use program resources.

### HealthCare Foundational Knowledge and Basic Science

- Translate medical terminology using abbreviations, word building, and important terms.
- Gain standard knowledge of the healthcare industry and how it works..

### Patient Care Coordination and Education

- Review how to administer and coordinate general patient care according to professional best practices.
- Explore the role and responsibilities in administering patient care.
- Explore the role and responsibilities in facilitating patient education.
- Summarize basic communication best practices and potential barriers to effective communication with patients.

### Computer Fundamentals

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment and install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

### Medical Administrative Assistant

- Describe the differences between common healthcare delivery models.
- Describe the types of services typically offered in medical offices, including general and specialty services.
- Define ancillary services and alternative therapies.

### Electronic Medical Records

- Demonstrate how patient records are used and regulated
- Complete tasks required for scheduling a patient
- Clinical information reporting
- Revenue cycle and financial reporting

### Communication and Customer Service in the Healthcare Office

- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.
- Identify professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language.

### Medical Laws and Ethics

- Describe common legal issues related to prescriptions and medication administration.
- Identify key legal and regulatory aspects of the healthcare environment.
- Analyze key ethical and legal aspects of the medical profession.
- Summarize common legal issues related to medical documentation.

## Career Success in Healthcare

- Define "professionalism" and "success" in your own terms
- Differentiate between long-, medium-, and short-range goals
- Assess and develop your time management skills
- Develop plans to enhance your creative and critical thinking

## Program Completion

- Prepare to take the next steps after program completion.

**Total Cost: \$5820**

**Total Weeks: 6**



# Upgrading People Every Day



## Our Mission

We empower our students and enable their professional career success in our community and in our workforce by providing a high-quality career training and educational experience.

### We support our mission through:

- Continuous evaluation of the educational experience and our programs to be responsive to changes in our workforce, economy, and communities
- Integrating leading-edge information technology into teaching, learning, and school management
- Providing high quality professional career opportunities for our students, faculty & staff
- Supporting networking opportunities for faculty, staff, and students in order to promote high job placements into the community and workforce



## Our Approach

New Horizons Integrated Learning guides learners through all stages of the learning lifecycle. It consists of five components: Assess, Learn, Reinforce, Support and Validate- to create the most effective learning experience available in the industry.

The New Horizons approach to training is this: Make the most advanced and up-to-date courses, materials and instruction even more advanced by tailoring them to the specific learning styles, needs and environments of the people and businesses who invest in them.

So, we combine industry-leading learning content with ways to deliver that content that work for any work environment. And we accomplish that by getting to know the students we serve and tying our learning solutions to your objectives.

### Our Integrated Learning Approach includes five stages:

#### Assess

Determine individual skills and goals and then match the course content and learning method to your goals. Make the most of your training investment by identifying knowledge gaps and focusing on the most relevant courses to fill those gaps.

#### Learn

Some training providers offer classroom learning, some eLearning. New Horizons has become the world's largest independent IT training provider by delivering online and offline learning methods, as well as variations within those methods.

#### Reinforce

Even the best course content in the world needs to be reinforced throughout the course session and long after class is over. New Horizons integrates a wealth of learning resources into the training process to keep the learning fluid and increase retention.

#### Support

Learning aides go a long way to reinforce your training. But New Horizons goes beyond that with resources that make our reinforcement tools more effective. Track your learning progress through the customized reports and capabilities of the New Horizons learning management system.

#### Validate

Whether you're a student or corporate training manager, use the validation component of New Horizons' Integrated Learning Approach to track learning progress, identify areas that need improvement and gauge the business value of the skills you or your teams are learning.

# Why are Power Skills Important?

Our hiring partners —health systems of all sizes across the country—tell us they weigh power skills with just as much emphasis as technical skills. And your capacity to develop in these areas could be what helps you stand out in a competitive job market.

It's true when we say employers are struggling to keep their facilities fully staffed. And with **15% job growth** in the industry, it might be tough to believe you'd ever have a difficult time landing a job.

*"We find a lot of candidates lack the professionalism we expect of our hires, which makes filling specific roles incredibly difficult. Unfortunately, teaching these skills is too time-consuming for us to take a risk on the wrong applicant."*

—Courtney; RN and Clinical Education Coordinator with Grace Health



But the hard truth here is that health systems aren't looking for just any substandard hire—they're looking for professionals who are trained, knowledgeable, and ready to get to work.

**Which means competition is heating up for workers with the right blend of power and technical skills.**

## So, what are your takeaways?

First, the most desirable skills vary based on the requirements of the job, but there's still a noticeable amount of crossover—giving more weight to the idea that these power skills are transferable across the industry.

Second, strong communication is non-negotiable for health employers, coming in at number one in five of the six roles we analyzed.

And that's why these skills are so important.

Because the majority of hiring managers we work with say that candidates with the right power skills are few and far between. Because professionalism is necessary. And because power skills in the workplace will always matter—regardless of the industry.

We genuinely believe power skills are primary indicators of professional potential and success, particularly in a healthcare setting. That's why we've worked hard to create courses that focus specifically on career readiness—walking learners through the specifics of how to develop in critical areas relevant to their career path.

If you're ready to jump right in and start sharpening your skills today, check out the next page for our full listing of **POWER SKILLS** that you will learn!



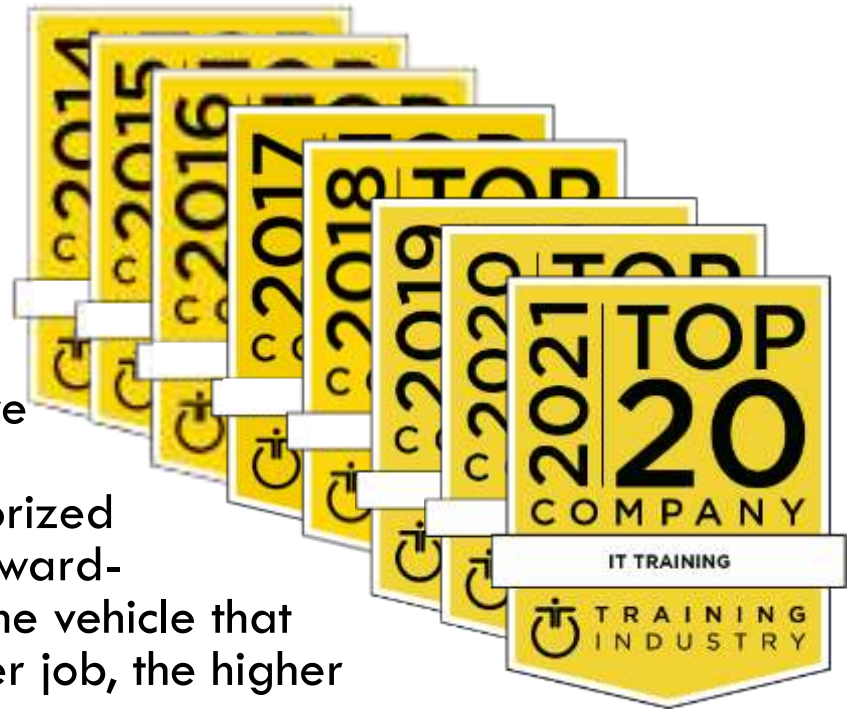
# Power Skills Library

Program Title	Content Type	Duration
01. Problem Solving: Introduction to Problem Solving	interactive	4 Minutes
02. Problem Solving: Define the Problem	interactive	6 Minutes
03. Problem Solving: Determine the Root Cause	interactive	4 Minutes
04. Problem Solving: Generate Solutions	interactive	4 Minutes
05. Problem Solving: Evaluate and Select Solutions	interactive	4 Minutes
06. Problem Solving: Implement Solutions	interactive	5 Minutes
07. Problem Solving: Monitor the Resolution	interactive	4 Minutes
12 Rules For Life	interactive	15 Minutes
13 Things Mentally Strong People Don't Do	interactive	15 Minutes
A Guide to Great Goal Setting	interactive	10 Minutes
Adapting Your Communication Style	interactive	10 Minutes
Appropriate Use of Social Media	course	14 Minutes
Assertive communication	interactive	17 Minutes
Atomic Habits	interactive	15 Minutes
Basics of Written Communication	interactive	16 Minutes
Becoming a Good Business Writer	interactive	15 Minutes
Best Practice Customer Service face to face	course	4 Minutes
Build Resilience Through Perseverance	interactive	5 Minutes
Build Resilience With An Adaptive Mindset	interactive	51 Minutes
Business Communication Skills	interactive	15 Minutes
Business Email Etiquette	interactive	30 Minutes
Business Writing	course	264 Minutes
Call me – How to level up your phone skills	interactive	5 Minutes
Can I be blunt? – How to use tact when speaking your mind	interactive	5 Minutes
Career Development Bundle	course	72 Minutes
Celebrate When You Achieve Your Goal	interactive	5 Minutes
Code of Conduct and Ethics	interactive	30 Minutes
Communication 101 from Mind Tools for Business (Emerald Works)	interactive	60 Minutes
Confidence Hacks	interactive	10 Minutes
Conflict Resolution	interactive	15 Minutes
Coping with Uncertainty	interactive	10 Minutes
Creative Problem Solving	interactive	25 Minutes
Customer Service 101 from Mind Tools for Business (Emerald Works)	interactive	60 Minutes
Dealing with change	interactive	9 Minutes
Dealing with complaints: Customer Service	interactive	10 Minutes
Developing Trust	course	23 Minutes
Effective Listening	course	21 Minutes
Email Management	course	20 Minutes
Ethics for Everyone	interactive	9 Minutes
Flexible thinking	interactive	8 Minutes
Interpersonal Effectiveness	interactive	15 Minutes
Interpersonal Relationships	interactive	15 Minutes
Interviewing Skills	interactive	15 Minutes
Manage Time And Overcome Stress	interactive	44 Minutes
Networking and Building Relationships	interactive	15 Minutes
Organise yourself at work	interactive	17 Minutes
Present a Professional Appearance	interactive	5 Minutes
Problem solving	interactive	10 Minutes
Relationship-Building with Colleagues	interactive	4 Minutes
Relationship-Building with Your Supervisor	interactive	7 Minutes
Review of Grammatical Principles	interactive	15 Minutes
Setting Up Your Desk For Work	interactive	10 Minutes
Social Media & Digital Marketing	interactive	60 Minutes
Social media in the workplace	interactive	8 Minutes
Strengthen Your Writing Today	interactive	15 Minutes
The Power of Goal Setting	interactive	5 Minutes
The Power of Habit	interactive	15 Minutes
Time Management	interactive	15 Minutes
Tiny Habits	interactive	15 Minutes
Using email effectively	interactive	10 Minutes
Microsoft Teams - Introduction	course	240 Minutes
PowerPoint 365 Beginner	interactive	278 Minutes
Excel 365 Beginner	interactive	286 Minutes
Microsoft Office 365 - Basic	course	80 Minutes
Outlook 365 Beginner	interactive	222 Minutes
Windows 10 End User Essentials Beginner	interactive	283 Minutes
Word 365 Beginner	interactive	262 Minutes

## FAQ's

- **How do I get to classes (zoom, email link, special website)?**
  - We manage a “Classroom in the Cloud”, and all the student needs is a PC with an internet connection to attend our LIVE training, led by certified instructors. We have our own proprietary LMS (Learning Management System) that the student logs into, and they quickly find themselves in their class. It's extremely easy.
- **How long is each class session?**
  - Our classes generally run from 8:30 to 4, Monday to Friday. We also have options that are available at night for some class titles.
- **How many days long are your courses?**
  - Generally speaking, each class is a 5-day class, but some are 3 days. The days run consecutively. This is “Boot Camp” style learning, which has proven to be very effective for young adult and adult learners.
- **How much homework do I receive for your classes?**
  - This will vary depending on the title and whether you are going for an industry certification and the complexity of the subject matter. If you are planning on sitting for a certification exam, you can plan on 2 hours of study for each hour of class time as a rule of thumb. That is why we provide you with certification prep materials, practice exams, access to your classes' recordings and even the ability to sit the entire class again live if you want. Your advisor will help you through the process one-on-one, so you are never on your own.
- **Are these beginner classes or is this for those that already work in the industry?**
  - Great question. We have programs that appeal to career beginners, career changers and career enhancers, so we can meet you wherever you are in your career journey. If you are just graduating from high school, we have programs specially designed for you, if you are looking to change careers at 40 years old, we have programs for you too. It just depends on your needs. That is why our career development team is so important in the process. They will be with you every step of the way and make sure you are enrolled in the right program.
- **What capabilities does a computer/laptop need for this class?**
  - You need to be running Windows (Chromebooks don't work), and have a reliable internet connection. Other than that, any PC made in the last 5 years or so will work fine. Our classes are in the cloud and available to you through the internet so nothing is really required from your local equipment to learn your new skills. Also, our Learning Centers are always available as a quiet, private place to come and learn (and get hot, fresh cookies!).
- **How long has New Horizons been offering these classes?**
  - We have been offering computer training for 40 years nationally, and 13 years locally in Wisconsin. We have learning centers in Appleton, Madison and Milwaukee and have helped thousands of Wisconsinites gain valuable new skills. We are certified partners with dozens of the biggest names in technology and medicine, offer a 100% certified curriculum, live training on your schedule and for the first time in 2022, we expanded our marketplace to high school graduates as a faster, cost-effective option to the traditional college experience to enter the professional workplace in weeks, not years.
- **How much does it cost?**
  - Each programs cost is clearly detailed in the booklet. Work with your advisor to determine the best way for you to pay for your education. We accept a variety of payment methods from credit cards, student loans, personal loans, and we can help work with government programs to see if you are eligible for financial assistance as well.

# THE GLOBAL LEADER IN CAREER TRAINING



Our students are looking to move forward, **fast**. New Horizons training—through vendor-authorized courses and certifications and award-winning learning methods—is the vehicle that will be the pathway to the better job, the higher salary, the more fulfilling life.

## Immersive, Live Student Experience

We take the traditional learning experience and add the benefit of technology, while providing **fully live interaction** and **24/7 virtual access** to the actual technology we are training in your own personalized lab environment. Unlike the old model of learning, your experience is recorded, and available to you post-class.

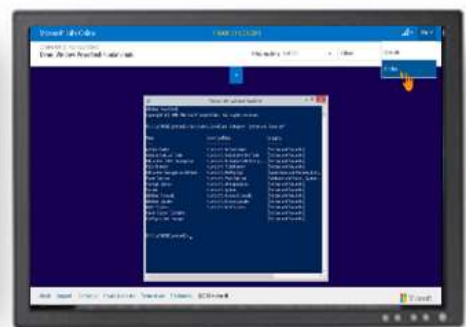
Editable, Digital Courseware



Live Communications Module



Virtual "Sandbox" Lab



**Your New Career Starts Today!**



**Fox Cities    Madison    Milwaukee**

**[newhorizonswi.com/career-development](http://newhorizonswi.com/career-development)**