

## Medical Administrative Assistant

Unit	Objectives
Administrative Assistant Skills	<ol style="list-style-type: none"> <li>1 Effectively represent the organization to current and potential clients using appropriate customer service skills</li> <li>2 Manage electronic and/or paper financial records</li> <li>3 Establish and maintain records management systems</li> <li>4 Operate a 10-key calculator</li> <li>5 Prepare travel, meeting and events documents</li> <li>6 Maintain electronic calendaring</li> <li>7 Produce business documents from dictated material</li> <li>8 Apply critical-thinking and problem-solving skills to business decisions</li> <li>9 Explore methods for economical and efficient inventory management</li> </ol>
Communication Skills	<ol style="list-style-type: none"> <li>1 Use correct grammar, spelling, and punctuation</li> <li>2 Apply proofreading and editing skills</li> <li>3 Select and use the appropriate communication tool for specific tasks (e.g., electronic, written, verbal)</li> <li>4 Communicate appropriately with internal and external customers</li> <li>5 Compose various business correspondence (i.e., e-mail, letter, memo)</li> <li>6 Access information from professional, technical, and electronic resources</li> <li>7 Deliver oral presentations using appropriate tools</li> <li>8 Demonstrate and interpret nonverbal communication</li> <li>9 Demonstrate effective listening skills</li> <li>10 Demonstrate the ability to give and follow written and oral instructions</li> <li>11 Accurately receive and relay messages in a professional manner</li> <li>12 Identify factors affecting global communications (e.g., time, culture, exchange rates, human relations skills)</li> </ol>
Apply Technology to Business Applications	<ol style="list-style-type: none"> <li>1 Analyze and determine appropriate software applications for specific tasks</li> <li>2 Apply advanced word processing skills to design workplace documents (e.g., mail merge, envelopes and labels, tables, reports, macros)</li> <li>3 Design and manage databases for workplace applications (e.g., query, filter, sort, merge, generate and format reports)</li> <li>4 Design spreadsheets for workplace applications (e.g., formulas and functions, graphs and charts, links, macros)</li> <li>5 Create and edit image, video, and audio files</li> <li>6 Produce multimedia presentations for the workplace (e.g., sound bites, animation, transition, image download or import, video)</li> <li>7 Use desktop publishing software for workplace applications</li> <li>8 Create a Web page for business applications</li> <li>9 Maintain electronic files and folders (e.g., server, workstation, shared files)</li> <li>10 Use input technology for document production (e.g., OCR software, voice and handwriting recognition technology)</li> <li>11 Maintain and troubleshoot computer workstation (e.g., install software, scan for viruses, troubleshoot common problems)</li> <li>12 Use online resources as a business tool</li> </ol>
Career Management	<ol style="list-style-type: none"> <li>1 Compare and contrast ethical, unethical, legal, and illegal business practices</li> <li>2 Explain the importance of working within organizational structures (i.e., chain of command)</li> <li>3 Describe rights and responsibilities of employees and employers (including information related to OSHA, FMLA, FLSA, ADA, sexual harassment, discrimination, contracts)</li> <li>4 Describe the importance of life-long learning through continuing education and membership in professional organizations</li> <li>5 Exhibit leadership skills through a student organization (e.g., FBLA/PBL, DECA)</li> <li>6 Utilize performance-based job evaluation instruments</li> <li>7 Prepare for job separation (e.g., letter of resignation, extended leave)</li> </ol>
Duties Specific to Medial Office	<ol style="list-style-type: none"> <li>1 Use online resources as a tool to complete tasks</li> <li>2 Format and proofread documents.</li> <li>3 Perform medical transcription while utilizing specialized software.</li> <li>4 Correctly apply medical law and ethics</li> </ol>

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Entrepreneurship	<ol style="list-style-type: none"> <li>1 Describe characteristics of a free enterprise economic system (e.g., ownership of property, profit motive, risk taking, competition, supply and demand)</li> <li>2 Compare and contrast the various forms of business ownership (e.g., sole proprietorship, partnership, corporation, cooperative)</li> <li>3 Analyze the risks and rewards of business ownership</li> <li>4 Identify steps necessary to start a business (i.e., need evaluation, site selection, marketing plan, financial plan, management plan)</li> <li>5 Explore the career implications of e-commerce for entrepreneurs and employees</li> <li>6 Compare and contrast marketing strategies</li> </ol>
Prepare for Employment	<ol style="list-style-type: none"> <li>1 Utilize career assessment tools (e.g., student interest survey, aptitude test)</li> <li>2 Analyze various business careers by looking at salary, benefits, job requirements, educational requirements, employment outlook, etc.</li> <li>3 Compare and contrast career choices</li> <li>4 Investigate a potential employer</li> <li>5 Prepare a resume</li> <li>6 Compose a letter of application</li> <li>7 Complete a job application</li> <li>8 Assemble a work-sample portfolio</li> <li>9 Differentiate between legal and illegal pre-employment questions</li> <li>10 Participate in a job interview</li> <li>11 Compose a follow-up (i.e., thank you) letter</li> <li>12 Compose letters accepting and declining a job offer</li> </ol>
Medical Terminology	<ol style="list-style-type: none"> <li>1 Interpret terms in relation to the body as a whole.</li> <li>2 Interpret terms in relation to the circulatory system.</li> <li>3 Interpret terms in relation to the nervous system.</li> <li>4 Interpret terms in relation to the cardiovascular system.</li> <li>5 Interpret terms in relation to the digestive system.</li> <li>6 Interpret terms in relation to the respiratory system.</li> <li>7 Interpret terms in relation to the urinary system.</li> <li>8 Interpret terms in relation to the reproductive system.</li> <li>9 Interpret terms in relation to the musculoskeletal system.</li> <li>10 Interpret terms in relation to cancer medicine (oncology).</li> <li>11 Interpret terms in relation to the endocrine (skin) system.</li> <li>12 Interpret terms in relation to psychiatry.</li> <li>13 Interpret terms in relation to pharmacology.</li> <li>14 Interpret terms in relation to the lymphatic and immune system.</li> <li>15 Interpret terms in relation to radiology and nuclear medicine.</li> </ol>
Employability Skills	<ol style="list-style-type: none"> <li>1 Maintain good attendance record</li> <li>2 Interact effectively with others</li> <li>3 Respect beliefs, opinions, and rights of others</li> <li>4 Work effectively in teams</li> <li>5 Demonstrate positive behavior when given direction, criticism, and comment</li> <li>6 Understand the effects of stress on job performance</li> <li>7 Demonstrate proper professional appearance</li> <li>8 Exhibit attributes of a consummate professional (i.e., initiative, punctuality, responsibility, dependability, honesty)</li> <li>9 Apply concepts of time management</li> <li>10 Demonstrate proper business etiquette</li> </ol>