

WORK PROCESS SCHEDULE
MEDICAL SECRETARY (Alternate Title: MEDICAL ADMINISTRATIVE ASSISTANT)
O*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751

Description: Performs secretarial duties, utilizing knowledge of medical terminology and hospital, clinic, or laboratory procedures: Compiles and records medical charts, reports, and correspondence, using typewriter or word processor. Answers telephone, schedules appointments, and greets and directs visitors. Maintains files.

On the Job Learning Outline

Medical Secretary Competencies Checklist

Ratings are:

- (4) Exceeds targets;
- (3) Consistently achieves targets;
- (2) Meets some targets;
- (1) Not meeting targets
- (N/A) Not applicable

Apprentices need to receive at least a "3" ranking in each category, by each of their reviews during the apprenticeship in order to be considered for any merit increases or to have successfully completed the apprenticeship.

Job Function: Office Procedures and Functions							
Competency Criteria	4	3	2	1	N/A	Validated By	Date
Background information of a medical nature needed in job performance, as well as orientation to employer's general operating rules							
Response to inside or outside inquiries (verbal, letter, telephone, computer, etc.)							
Greet visitors, ascertain purpose of visit, and direct them to appropriate staff							
Answer telephones and direct calls to appropriate staff							
Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations							
Operation of office machines (touch-typing, faxing, dictation, etc...)							
Cash handling skills							

Job Function: Recordkeeping							
Competency Criteria	4	3	2	1	N/A	Validated By	Date
Collection, recording, and disbursement of non-medical data							
Maintenance and use of filing systems and cross references							
Acquisition and retrieval systems for medical data							
Maintain medical records, technical library, or correspondence files							
HIPPA application of privacy protocols							

Job Function: Professional Development/Interpersonal Skills							
Competency Criteria	4	3	2	1	N/A	Validated By	Date
Participation in team discussions/meetings							
Ability to deal with ambiguity by exploring, asking questions, etc.							
Able to demonstrate effective group presentation skills							
Able to demonstrate effective conflict resolution skills by being able to identify the appropriate way to handle different situations							

RELATED INSTRUCTION OUTLINE
MEDICAL SECRETARY (Alternate Title: MEDICAL ADMINISTRATIVE ASSISTANT)
O*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751

Each apprentice shall have a minimum of 144 hours of Related Instruction. Courses may be delivered via classroom, workplace, on-line and/or a combination of all.

Instruction shall include, but not be limited to:

Courses Taken Prior to Starting On-the-Job Learning

Course Title/Description	Number of Hours
Apprentice Success Course	
<i>Related Instruction Provider: Local Community College/Online or In-Person/Cost: \$138.65</i>	7.5
Basic Life Saving (CPR-AED/First Aid) for Healthcare Providers	3
<i>Related Instruction Provider: America Red Cross Adult First Aid /Online and In-Person/Cost: \$88</i>	
HIPPA Compliance	
<i>Related Instruction Provider: Ed2Go/Self-Paced, Open-enrollment/Cost:\$129</i>	24
Subtotal	34.5

Courses Taken During On-the-Job Learning

Course Title/Description	Number of Hours
Certified Medical Administrative Assistant/Medical Secretary	
<i>Related Instruction Provider: Ed2Go/Instructor-led, Self-Paced, Open-enrollment/Cost:\$1,495</i>	
I. Becoming an Administrative Medical Assistant	
II. Managing Stress and Improving Communication	
III. Law, Ethics and Healthcare	
IV. Improving Your Medical Office	
V. Computers in the Ambulatory Care Setting	
VI. Telecommunications and Patient Scheduling	
VIII. Medical Terminology: Word Parts, Plurals, Abbreviations	
IX. Managing Medical Records	
X. Written Communication	
XI. Working with Medical Documents	
XII. Medical Billing and Coding: An Overview	
XIII. Daily Financial Practices	
XIV. The Administrative Medical Assistant as Office Manager	
Subtotal	160
TOTAL Required Instruction Hours	194.5

Total Estimated Related Instruction Cost: \$1850.65