

Patient Care Coordinator

LEARNING OBJECTIVES



Our 360-hour Patient Care Coordinator program is divided into 11 individual courses, which cover a number of topics: pharmacology basics, general patient care, electronic medical records, and so much more. You'll also be prepared for the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) exams after completion.

Program Orientation

- Review program timeline, expectations, and requirements.

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..

Anatomy and Physiology

- Identify the structures, locations, and functions of major body systems and the organs that comprise them.
- Explain how the organs of the major body systems interact and maintain homeostasis.

General Patient Care

- Summarize the pharmacology basics needed by a medical assistant.
- Outline the tasks required to prepare the examination room and the patient for examination.
- Summarize the medical assistant's responsibilities in assisting the provider with examinations.

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.

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.

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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 Hours: 360

Coursework, Simulations, and Experiential