intelvio

Idaho Course Catalog

1940 South Bonito Way, First Floor, Suite 100
Meridian, ID 83642

www.Intelvio.com/maa/

Info@intelvio.com

701-506-0077

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Registered as a Private Proprietary School with the Idaho State Board of Education

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Introduction

Intelvio, LLC d/b/a Intelvio Medical Training ("the School") offers a premier Medical Administrative Assistant (MAA) course where students are taught the required material necessary to prepare them to pass a national certification CMAA exam. Course modules have been written and designed by leading experts in the field of Medical Administrative Assistant, and students can access our online, self-paced course 24 hours a day, seven days a week on computer, tablet, and mobile devices. Intelvio's Student Services are also available to support students from enrollment to graduation.

Mission and Objectives

Intelvio Medical Training's mission is to help individuals invest in their own success by providing up-to-date, meaningful, quality education to students interested in entering into the healthcare field of Medical Administrative Assistance. The School's objective is to produce high-quality, well-trained, and competent medical administrative assistants who can use their skills to benefit patients and employers.

School History

Intelvio, LLC d/b/a Intelvio Medical Training was founded because Mr. Brian Treu recognized a national need for Medical Administrative Assistant training. His goal is to educate aspiring medical administrative assistants by focusing on the numerous components involved in fulfilling the professional responsibilities of the medical administrative assistant. By receiving relevant education, students can leave the course feeling confident in their ability to become nationally certified and ready to enter the workforce.

Brian Treu serves as CEO of Intelvio, LLC. He has been involved in the medical industry for over 23 years and serves as a subject matter expert for many certification agencies. His career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine. Mr. Treu has also been drawing blood for 23 years. He has traveled the world performing venipuncture on more than 300,000 patients on all seven continents.

Alexis Treu is the COO of Intelvio, LLC. Ms. Treu has broad experience at the Chief Operating Officer level, having served in this capacity since 2017. Her extensive understanding of career school operational functions, as well as that of diverse and complicated state licensure requirements, enables her to ensure full course compliance across the country.

David Roberts is the CFO. Mr. Roberts's responsibilities are to ensure the company is operating in a Generally Accepted Accounting Principles (GAAP) manner. He coordinates and manages all finance functions within the company and also manages operational and investor relationships to ensure the company is operating in a legal and ethical manner. Mr.

Roberts has been a CFO for ten years and has an undergraduate degree in Finance and a master's degree in Business Administration (Finance) from the University of Utah.

Administration

Brian Treu - Founder, CEO
Alexis Treu - COO
Nicole Pleasant - Program Director and Program Instructor
Adrienne Current - Bookkeeping
Monica Sanborn - State Licensing

Instructor Resource

Medical Administrative Assistant Program Director and Program Instructor

Nicole Pleasant

Credentials:

- NHA - Certified Clinical Medical Assistant
- PsyD of Psychology
- Master of Arts - Psychology
- Bachelor of Science - Psychology
- Member of American Psychological Association
-

Contact Information

School Addresses:

Meridian- 1940 South Bonito Way, First Floor, Suite 100, Meridian, ID 83642

Home Office- 2570 W. 600 N. Suite 400, Lindon, UT

84042 Phone: **701-506-0077**   Fax: **385-327-2084**

Email: info@intelvio.com   Website: www.intelvio.com/pharmacytech

Course Offered

One Certificate Course: Medical Administrative Assistant
Course Length: 120-Hour Online

Tuition & Fee Breakdown

Course Cost	
Tuition	$680.00
Online Education Fees	$385.00
Registration Fee (Required at time of registration) (**Non-refundable after 3 business days**)	$100.00
Total Tuition	$1,165.00
National Exam (Paid to a third party)	$130.00

Total for Medical Administrative Course & Exam = $1,295.00

Payment Policy

Students can pay for their tuition and fees by logging into their student account at students.intelvio.com. We accept all major credit cards. A $100.00 minimum is required at the time of registration. After the initial fee of $100.00 has been paid, students can make payments in any increment adhering to the following schedule:

- Before 25% of course completion, students must pay an additional $275.00.
- Before 50% of course completion, students must pay an additional $275.00.
- Before 75% of course completion, students must pay an additional $275.00.
- Before completion of the course, students must pay the final $240.00.

If a student fails to pay full tuition and fees by these deadlines, their course advancement will be paused until which time the student can make their payment. Students can call Student Services at 701-506-0077 to schedule a payment.

No student, regardless of circumstance, will be permitted to be certified without full payment.

Readmittance for Payment Delinquency

A student's course access will be paused due to non-payment of tuition and fees if, by each payment deadline, they have not paid the balance due. To regain access to their course, the student will need to contact Student Services at (701) 506-0077 and pay what is due.

Student Loans

Intelvio Medical Training does not qualify for Title IV (federal financial aid) and does not provide student loans.

Enrollment / Admission

Prospective students can enroll at any time. The application can be accessed on our website at www.intelvio.com/maa/. The application for admittance will be processed within five business days of submission, and the student will be notified by email.

The start date of the course will be based on the date the enrollment agreement is signed. Once admitted, students will have 180 days (approximately six months) from the date of the signed enrollment agreement to complete the course.

Following course completion, students can take a national certification exam to become a CMAA, Certified Medical Administrative Assistant. It is not a requirement in the state of Arizona to hold a certification for employment. If students choose to take the National exam, students will have 30 days from the date they complete the course, to create an account with the National Healthcareer Association (NHA) for the national certification exam.

Readmittance for Payment Delinquency

A student's course access will be paused due to non-payment of tuition and fees if, by each payment deadline, they have not paid the balance due. To regain access to their course, the student will need to contact Student Services at (701)-506-0077 and pay what is due.

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability.

Students are required to have a high school diploma or GED as a minimum entry requirement into the program, and are required to be beyond the age of compulsory high school attendance; over 18 years old. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provider such as naces.org, scholar.com, or wes.org. Some employers may also require proof for employment and it will be the student's responsibility to comply with employer requirements.

We do not require students to have previous experience or knowledge. An informal interview will be given to discuss student goals and expectations. The application for admittance can be accessed on our website at www.intelvio.com/maa/. The application will be processed within five business days of submission, and the student will be notified of acceptance by email.

Technology Requirements

This course is online, will require access to the internet, and can be accessed through a secure login process. The course is offered through the School's learning management system (LMS), and students will need a computer or tablet. The school's LMS is compatible with a PC or Mac. Students will need the latest two versions of the following browsers to access the course; no storage space requirements:

- Chrome
- Edge
- Firefox
- Safari

Course Schedule

This course is 100% online. Access to the Schools Learning Management System will be sent via email after enrollment is accepted and the Enrollment Agreement has been signed. Students will have 6 months from the signed date of the Enrollment Agreement to complete the course.

Postponement of Course

If the course is not commenced, and the student does not begin the coursework within 30 days of enrollment, the Director will reach out to discuss options for the student. If there is an extenuating circumstance, the Director may grant an extension of up to three additional months from the date the enrollment agreement was signed, to complete the course.

Disability Accommodations Policy

Intelvio Medical Training believes in providing access to a diverse population and we comply with state and federal disability laws and make reasonable accommodations for applicants and students with disabilities. Post-secondary schools have no obligation to identify students with disabilities. If students need accommodation, it is their responsibility to make the disability known to the school and request any needed accommodation. Intelvio Medical Training will make reasonable accommodations for applicants and students unless doing so would result in a fundamental alteration of the course or would result in an undue burden.

Students must also be able to show the relationship between the disability and the need for accommodation.

For information and questions about our Student Accessibility Services (SAS) support, policies, and process, please contact Student Services at 701-506-0077 or info@intelvio.com.

Enrollment / Admission

Prospective students can enroll at any time. The application can be accessed on our website at www.intelvio.com/maa. The application for admittance will be processed within 5 business days of submission, and the student will be notified by email. The start date of the course will be based on the date the Enrollment Agreement is signed. Once admitted, students have 6 months to complete the course and take the National Exam.

Calendar of Study

There is no calendar of study. Students can enroll at any time in the course. Students will have 6 months from the signed date of the Enrollment Agreement to complete the course. It is self-paced and there are no term dates.

Physical school location will be closed during the following holidays:

- New Year's
- New Year's Day
- Labor Day
- Thanksgiving & the Friday Following
- Memorial Day
- Christmas Eve / Day
- Independence Day

Attendance Requirements

Attendance is tracked through logins and completion of course assessments; students have 6 months from the signed date of the Enrollment Agreement to complete the course. This course is not graded, it is a pass/fail course. Students must complete all 120 hours. If a student has not logged in for an extended amount of time, over 30 days, our director will reach out and consult with the student.

Leave of Absence

Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until they can resume their course. Students will need to consult with the Director for authorization by emailing

info@intelvio.com.Proper documentation will be required to substantiate a student's leave. Students will have access to their online course for the six (6) month course completion time frame. If an extended period beyond the 6 months is needed, authorization from the Director will be required.

If a student fails to return from any Leave of Absence, the student will be considered withdrawn. The withdrawal date is the date that the student was scheduled to return from Leave and failed to do so. Dismissal and refund policy will apply as relevant.

Make-up Time

Students are strongly advised to be consistent in their course participation. This course is self-paced and it is the student's responsibility to schedule any prolonged leaves from the course.

Completion Policy

Students will have 180 days (approximately six months) from the date of the signed enrollment agreement to complete the course and receive their Certificate of Completion. All payments made towards tuition and fees are only applicable to courses held within the initial completion deadline.

Re-enrollment

Should students fail to receive their Certificate of Completion during this time frame, they will be required to re-enroll as a new student. No payments made or online modules completed will carry over to this new enrollment. Students may re-enroll and make payments via the student portal or by contacting Student Services at 701-506-0077.

Extension Policy

Students may request an extension for extenuating circumstances by contacting Student Services at info@intelvio.com. Extension requests can be made to obtain a Certificate of Completion. All requests must be sent in writing via email. Requests for extensions must be submitted before the completion deadline (180 days from the date of the signed enrollment agreement). Extensions will be granted for emergencies such as severe medical issues, the death of a relative, natural disasters, and cases of assault. All balances must be paid in full before extensions will be granted. Extensions are not to exceed more than 30 days of the original completion deadline. No more than one extension will be granted per student. Automatic extensions will be granted for the following:

- Any school-scheduled downtime maintenance that affects a student's ability to log into their course

- The school rescheduling any course dates past the expiration of the extension period

Completion Timelines for National Certification Exam

Students have 90 days after course completion to create an account and take their exam with the National Healthcareer Association (NHA). Students who fail to complete their exam and registration in the 90-day timeframe will forfeit the $130 national exam fee and be required to pay NHA directly.

- Should a student **complete the course earlier than the 180-day deadline**, they are permitted to create their account with NHA at that time.

Progress Policy

This is a **pass/fail course**. To pass, students must have a cumulative score of 70% or higher on each of the modules and on the final course exam. As the course progresses, the Program Director will monitor student progress through end-of module exams. Remedial training is provided if it is found that a student is not progressing.

Grading System

Grade	Pass	Fail
Graded Module Assessments 5 cumulative module grades	≥ 70%	< 70%
Final Exam 120-question exam - 100 points possible	≥ 70 points	< 70 points

End-of Module Exams

Each module can vary in the number of readings and activities. An end-of-module formative exam is the final activity within each module.

- The student must achieve a cumulative passing score of greater than or equal to 70% (≥70%) on all graded activities within each module to move forward in the course.

- The student will have three attempts to achieve a passing score on end-of-module exams. Correct and incorrect answers are displayed after each exam attempt. Some questions may differ between the three exam attempts as exam questions are randomly pulled from our test bank. It is recommended that if the student does not answer a question about a certain topic correctly, the student should review relevant lesson material before making another attempt at an end-of-module exam.

Final Course Exam

Intelvio's final course exam is a 120-question exam. The final exam questions are similar to the types of questions the student should expect to see on the CMAA certification exam.

- Students must achieve a passing score of greater than or equal to 70% ($\geq$70%) on the final course exam. When the student achieves a passing score after taking the exam, the student has completed the final step of the didactic material for this course.

- The student will have three attempts to achieve a passing score on the final course exam. Correct and incorrect answers are displayed after each attempt. It is recommended that if the student does not answer a question correctly, the student should review relevant lesson material before making another attempt at the final course exam.

Remediation

Several monitoring methods exist to track student progress and evaluate module competency. Assessment activities, which students will complete for feedback and indicators of subject comprehension, will be provided throughout each module.

A student who has not achieved a passing score on the first attempt of an end-of-module exam will receive automated feedback on the areas of the exam which they missed. This feedback can be reviewed for greater understanding in preparation for their second attempt. Repeating end-of-module exams is part of the remediation process and can help motivate students to self-reflect on topic areas of needed improvement.

A second failed attempt of an end-of-module exam will include automated feedback on areas of the exam that students can review for greater understanding. In addition to the feedback, students will receive more detailed information. This may include additional reading, interactive content, and supplemental materials from the online reference library. Any additional work assigned must be completed before moving forward.

A third failed attempt of an end-of-module exam will lock the module and prevent the student from advancing further in the course without instructor or director intervention to override this functionality. A third failed attempt of an end-of-module exam will also trigger an invitation to reach out to our Student Services team. A team member will set up a scheduled time for a future phone call and/or video call (or an email exchange if a call is not feasible) with a course instructor. The module content will need to be reviewed in its entirety. The student may be provided with instructor-directed supplemental materials relevant to the module in question in preparation to advance in the course.

Students must maintain a cumulative score of 70% or higher to remain in good academic standing. If a student is unable to complete the final course exam with a score of 70% or higher after three attempts, academic dismissal will occur. Readmittance to the course will be determined at the discretion of the Program Director. Student records will be reviewed and a mandatory phone and/or video call will occur.

Academic Readmission

Students may apply for readmission to Intelvio Medical Training following academic dismissal. Students who have been dismissed due to academic-related reasons must complete all admission procedures as well as send a letter of appeal requesting consideration for readmission.

To apply for readmission:

1. Send a letter of appeal requesting consideration for readmission to Student Services via email at info@intelvio.com. This letter should include the student's request for readmission, the reason why previous academic progress was halted, and a specific plan of action for success should readmission be granted.

2. Complete any online readmission procedures and repayment of any applicable fees.

The Program Director and other administration will review the student's request for readmission along with any supporting documentation. A final decision to grant or deny readmission will be communicated to the student via email within ten business days.

Graduation Requirements and Certificate of Completion Requirements

Students must pass with a cumulative minimum score of 70% on all course modules and a score of 70% on the final course exam.

Certificates of Completion will ONLY be awarded to students who have accomplished the following:

- Passing scores on all graded module activities
- Passing score on final course exam
- Completed student profile
- No outstanding payment obligations

Records

Student records are maintained digitally indefinitely and can be accessed through the student's online account; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal students.intelvio.com. Only the student and the school administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are all electronically maintained.

Students can request a copy of their transcripts by emailing a written request to info@intelvio.com.There is no fee for a copy of transcripts. The school reserves the right to withhold an official transcript if the student's financial obligation to the school is in arrears.

Facilities and Equipment

The course is 100% online.

Our main school campus is located at:
Meridian- 1940 South Bonito Way, First Floor, Suite 100, Meridian, ID 83642

No additional equipment is needed other than the technology requirement listed previously.

Previous Credits / Transfer of Credits

Intelvio Medical Training is a special-purpose institution. Credits from another institution will be evaluated on a case-by-case basis. Intelvio Medical Training does not guarantee the transferability of our credits to another institution unless there is a written agreement with another institution. Transferability of credits is at the discretion of the accepting institution; it is the student's responsibility to confirm whether credits will be accepted by another institution.

We do not grant credit to students for other courses taken in any other field. This course is a stand-alone course, and no reduced tuition, nor will reduced hours of participation be given.

Career Advisory Services

Intelvio Medical Training does **not** provide any formal placement into employment opportunities. **Placement in a job is not guaranteed or promised to persons who complete the course.** To that end, we do not leave the students on their own to find employment.

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ medical administrative assistants consistently. This list of local sectors may include hospitals, doctors offices, nursing homes, and assisted living facilities. We do not provide student referrals to prospective employers, and we do not have direct contact with employers regarding current job openings.

Resume Writing – All students will be encouraged to send in their resumes to our on-staff employment specialist(s) at careers@intelvio.com. The specialist(s) can assist the students with fine-tuning their resume(s) by way of suggestion(s), possible rewrites, and overall resume etiquette.

Student Rights & Responsibilities

Intelvio Medical Training is an online course that is graded on a pass/fail system. If students do not uphold the grading requirements or progress policy it is their responsibility to use the readmission & remediation policy that is implemented for student use. Students will not be meeting in person.

Intelvio Medical Training affords its students the following rights:

- Access to an instructor and management for any assistance
- Fair & impartial treatment
- Providing Privacy to Student Records

Student Services & Support

Intelvio Medical Training goes the extra mile to assist students with questions related to any of our offerings and courses.

Our Student Services email is info@intelvio.com and our toll-free number is 701-506-0077. We are available Monday-Friday Mountain Time (MT) from 6:30 a.m. - 7:30 p.m. and Saturday from 5:30 a.m. - 2 p.m.

- Student Services can answer questions related to course materials, student account information, and the learning management system.

- For remediation, curriculum, and/or instructional questions, students can contact Student Services to schedule a time to virtually meet with one of our qualified Pharmacy Technician course instructors.

Student Grievance Procedure

Should a student have a complaint with the school, then the following steps shall be taken by the student:

1. Students shall first attempt to address the grievance informally with the instructor or Director and try to resolve it. If unsuccessful, proceed to the written grievance procedure.

2. Students may state the grievance in writing to the Administrator or designee. Please submit the written request within 60 days of the occurrence to the COO, Alexis Treu. She can be contacted at info@intelvio.com or 701-506-0077. She will assist the students in resolving their concerns. She will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, Ms. Treu will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification via email of the resolution will be sent to the student within 10 days after the student meeting.

3. In her absence, students can contact the Director at info@intelvio.com or 701-506-0077. They will contact the student within 5 days of receiving the complaint via email or phone to set up a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. They will consult with the COO and a written notification via email of the resolution will be sent to the student within 10 days after the meeting.

4. Should the Administrator or designee fail to or unacceptably address the grievance, the student may file a complaint with the Idaho State Board of Education. The Idaho State Board of Education has created a Student Complaint Form to accept a student's questions, concerns, or complaint related to a postsecondary school. The form can be found here: https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/

Cancellation / Refund before Commencement of Classes

Denied Applicant: An applicant denied admission by the School is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation via email within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. This cancellation period is forfeit if the student logs into the LMS. No later than 30 days of receiving the notice of cancellation, the School shall provide the 100% refund.

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement, and after making an initial payment, but prior to logging onto the LMS and accessing the course, is entitled to a refund of all monies paid (less the $100 registration fee).

Online Education Fees: The online education fees of $385 are refundable if the student has never logged in. If the student has accessed the LMS, $385 will be charged to the student.

Withdrawal / Refund after the Commencement of Classes

Procedure for Withdrawal/Withdrawal Date:

- A student choosing to withdraw from the School after commencing their online course is to provide written notice via email to billing@intelvio.com. The notice is to inform the School of the student's intent to withdraw and indicate the expected last date of attendance.

- All refunds will be issued within 30 days of the determination of the withdrawal date. The School may reach out to the student to verify how the refund is to be returned.

Tuition Charges/Refunds:

- Before the student accesses their online course or logs into their LMS portal, within the three-day cancellation period, the student is entitled to a refund of 100% of the tuition and any additional fees paid.

- After the initial login and/or commencement of the course, the tuition refund, minus the $100 registration fee, shall be determined as follows:

Amount Paid - ($34.00 x # of lessons completed) + $100 Registration Fee + $385 Online Education Fees

The calculations above are based on full tuition being paid. If a student has not paid in full, the amount refunded will be proportional to tuition and fees paid and to lessons completed. The $130 national exam fee is not included in the above calculations because the exam fee is refundable, but only within the completion timeframe.

- Students who fail to register and take the national exam within 90-day timeframe will forfeit the $130 national exam fee and be required to pay NHA directly. After registration, students who fail to complete the exam within 90 days will also forfeit the $130 exam fee.

Refunds will be issued within 30 days of the date of student notification, or date of the School's determination. Refunds will only be issued back to the original card used in the transaction. If the card is no longer active, the School can send a check which will require a 3% processing fee, to be issued to the original card holder.

<u>2025 MEDICAL ADMINISTRATIVE ASSISTANT SYLLABUS</u>

A. **PROGRAM DESCRIPTION:**

The primary purpose of this program is to provide a comprehensive overview of the numerous components involved in fulfilling the professional responsibilities of medical administrative assistants. This program is specifically designed for students who are looking to embark on a fulfilling and dynamic career in the healthcare industry, with a multitude of exciting, challenging, and rewarding opportunities awaiting them.

This program prepares students to help physicians by performing functions related to the business administrative tasks of a medical office. The instruction in the business aspect of this program encompasses a wide range of topics such as insurance reporting, office accounting, and maintaining accurate medical records. These unique and exciting opportunities are specifically seeking individuals who are eager to thrive in a fast-paced, cutting-edge technological environment that presents constant challenges and demands a strong dedication to providing exceptional service.

In this program, students will have the opportunity to delve into the rich history of healthcare, explore the various types of healthcare opportunities available, learn about professional workplace behavior, examine ethical considerations within the healthcare field, and gain an understanding of the legal aspects that impact the healthcare setting. Students will also learn and use some of the technology in the health sector.

Throughout this program, students will earn badges showing evidence of learning through the application of industry specific skills. Students will also earn a badge showing evidence of learning to be awarded at program completion.

B. **METHOD OF INSTRUCTION:**

The learning materials are presented on the School's learning management system (LMS), which is organized into modules containing curriculum resources that include online Ebook access, videos, interactive activities, and exams.

C. **PROGRAM EXPECTATIONS / OBJECTIVES:**
- To identify and understand the structure and major components of the healthcare system
- To identify and understand the basic structure, functions and interaction of each body system

- To develop a basic working knowledge of medical terminology
- To understand the basics of medical billing, coding and insurance procedures.
- To understand the legal, ethical and cultural issues within healthcare.
- To understand the strict safety standards needed to protect clients, employees, and employers
- To enhance research, writing and customer service skills.

Program Courses	Time
COURSE 1: Foundations of Medical Administrative Assisting	21 hours
COURSE 2: Front Office and Administrative Procedures	21 hours
COURSE 3: Financial and Office Management in Healthcare	16 hours
COURSE 4: Health Claims	16 hours
COURSE 5: Human Anatomy & Physiology	44 hours
COURSE 6: Medical Administrative Assistant Program Completion	2 hours
Total Clock Hours	**120 Hours**

Foundations of Medical Administrative Assisting Course

Course Competencies:

Some duties that are encompassed in this particular course include maintaining the cleanliness and organization of the reception area, warmly welcoming both patients and visitors, efficiently scheduling appointments, accurately gathering necessary demographic information, verifying insurance eligibility, obtaining any necessary prior authorizations, collecting copayments in a timely manner, and effectively communicating with patients through both phone and patient portal systems. By enrolling in this online portion of the medical administrative assistant course, you will gain the knowledge and skills to excel in positions where you will work closely with medical providers, assisting them in performing various administrative duties.

Course Objectives

Module One: Introduction to Administrative Medical Assisting

Objectives:
- Describe the medical assistant's role in providing customer service and serving as a patient navigator.
- Describe the employment opportunities and outlook for those trained as administrative medical assistants.
- Describe the general responsibilities and skills of an administrative medical assistant.
- Describe interpersonal skills needed to be an administrative medical assistant.
- Describe how to interact with and relate to others experiencing grief or distress.

Module Two: The HealthCare Environment

Objectives:
- Describe cultural, environmental, political, and socioeconomic influences that affect peoples' health and health care in the United States.
- Summarize current and future trends in health care.
- Differentiate between types of healthcare settings.
- Compare the administrative medical assistant's job responsibilities among medical specialties.
- Describe different types of allied health professions that work with medical assistants.
- Identify community resources and complementary and alternative medicine practices (CAM).
- Define a patient-centered medical home.

Module Three: Medicolegal and Ethical Responsibilities

Objectives:
- Compare ethics, morals, and medical etiquette—both personal and professional.
- Differentiate between personal and professional ethics and how they relate to performance.
- Outline the purpose and provisions of the Health Insurance Portability and Accountability Act.
- Protect and release patient information in accordance with HIPAA.
- Explain the purpose and components of general, implied, and informed consent.
- State the licensing requirements for health care providers.
- Describe the medical assistant's scope of practice and standard of care.
- Summarize types of medical professional liability insurance.
- Summarize the various types of laws and torts.

Module Four: The Art of Communication

Objectives:
- Explain the elements of the communication cycle.
- Describe types of communication.
- Communicate professionally with empathy and sensitivity.
- Define various types of defense mechanisms.
- Summarize Maslow's hierarchy of needs.
- Summarize Erickson's human development life cycle.
- Identify common nonverbal cues.
- Demonstrate active listening.
- Describe feedback techniques when obtaining information from patients.

Module Five: Written Communication and Correspondence

Objectives:
- Describe word processing software features in an electronic health record.
- Differentiate among letter styles.
- Describe the content and format of the parts of a letter.
- Identify reference materials that aid in writing effective letters.
- Identify common writing rules.
- Differentiate among types of correspondence used in health care.
- Explain the uses and formats of interoffice memorandums.
- Explain the uses and format of email.

- Demonstrate proper editing and proofreading techniques.

Module 6: Introduction to Medical Terminology

Objectives:

- Define word root, combining vowel, suffix, prefix, combining form, and compound word as they are used in medical word building.
- Identify medical terms labeling the word parts.
- Build terms using the appropriate word parts.
- Form plurals from singulars of medical terms.
- Identify common medical terms related to various specialties.
- Define commonly used medical term abbreviations related to all body systems.
- Explain why correctly spelling

Foundations of Medical Administrative Assisting
MODULES/TIME

Modules	Time
MODULE 1: Introduction to Administrative Medical Assisting	3 hours
MODULE 2: The HealthCare Environment	3 hours
MODULE 3: Medicolegal and Ethical Responsibilities	4 hours
MODULE 4: The Art of Communication	3 hours
MODULE 5: Written Communication and Correspondence	3 hours
MODULE 6: Introduction to Medical Terminology	3 hours
MODULE 7: Final Exam	2 hours
Total Clock Hours	**21 Hours**

Course Summary:

This course will help you better understand the important skills and qualities one must possess to succeed as a medical administrative assistant. As you complete this course, you will understand that the medical administrative assistant's role is to act as a liaison, or coordinator, between the medical staff and the patient. Medical administrative assistants often function like medical secretaries, who perform administrative duties, such as coordinating appointments and managing inventory. For this reason, good communication and interpersonal skills are vital for medical assistants. Medical administrative assistants should also be organized, multitask, and work independently and as part of a team. All skills will be acquired after the completion of this course.

Front Office and Administrative Procedures Course

Course Competencies:

In this comprehensive course, students will learn the essential skills and procedures necessary to excel as an administrative office professional in today's fast-paced and technologically advanced workplace. From mastering automation tools to effectively managing office tasks, this course will equip students with the knowledge and abilities to thrive in the modern office environment. Topics may include time management, leading teams, managing projects, planning and scheduling events, and arranging travel. Students will develop skills in office procedures, telephone techniques, evaluating equipment and software purchases, budgeting, managing inventory and processing mail. This course will provide the student with in-depth exposure to the roles and responsibilities of an office professional, both ethically and professionally.

Course Objectives

Module 1: Processing Mail and Electronic Correspondence

Objectives:
- Describe types of mail equipment and supplies.
- Explain how to manage incoming mail.
- Identify the characteristics of suspicious mail.
- Explain how to annotate incoming mail.
- Select the most appropriate classification and services for different types of mailings.
- Demonstrate the envelope address format that follows preferred U.S. Postal Service regulations.

- Describe proper protocol for email privacy and security.
- Summarize the advantages of an electronic communication system for a medical practice.
- Describe the proper use of facsimile (fax) communication.

Module 2: The Front Office Environment

Objectives:
- Explain the characteristics of a medical office environment that make a good first impression.
- Describe the duties involved in opening and preparing the medical office for the day.
- Register patients by obtaining vital information.
- Explain the purpose of the office privacy notice.
- Respond appropriately to patients who experience a delay in their Explain how to refer patients to community resources.
- Explain how to maintain confidentiality and orderliness in the reception area.
- Summarize the role of OSHA (Occupational Safety and Health Administration) in the medical office.
- Identify appropriate ergonomics.
- Summarize security measures that help prevent theft.
- Describe electrical and fire safety issues in the medical office.
- Identify safety signs, symbols, and labels.
- List ways to prepare for environmental emergencies.

Module 3:Telephone Procedures

Objectives:
- Describes types of telephone services that can be used in a medical office.
- List components of a medical office's telephone policies.
- Summarize telephone screening and triage protocols.
- Summarize appropriate responses to common calls received in the medical office.
- Explain how to take a detailed telephone message.
- Place an outgoing call in a proficient manner.
- Communicate professionally over the telephone.

Module 4: Appointments

Objectives:
- Describe the purpose of an appointment template.

- Prepare an appointment matrix.
- Compare manual and electronic appointment systems.
- Compare the different scheduling methods.
- Manage appointment schedules in various settings according to office policy.
- Outline the information required for scheduling different types of patient appointments.
- Explain methods of managing emergency appointments and appointment conflicts sensitively.
- Describe how to schedule a patient procedure and diagnostic test.

Module 5: Revenue Cycle
Objective:
- Outline the revenue cycle.
- Communicate professionally with patients regarding fees and fee discounts.
- Identify the purpose and components of an EOB and RA form.
- Describe credit and collection laws.
- Establish a financial agreement with a patient.
- List the services of a credit bureau.
- Describe how to use aging accounts and dun messages for collection.
- Explain the various methods of debt collection.
- Explain federal bankruptcy and garnishment laws.
- Trace a debtor who has moved and left no forwarding address.

Front Office and Administrative Procedures
MODULES/TIME

Modules	Time
MODULE 1: Processing Mail and Electronic Correspondence	3 hours
MODULE 2: The Front Office Environment	4 hours
MODULE 3: Telephone Procedures	3 hours
MODULE 4: Appointments	5 hours
MODULE 5: Revenue Cycle	4 hours
MODULE 6: Final Exam	2 hours
Total Clock Hours	**21 Hours**

Course Summary:

The main goal and purpose of this comprehensive course is to equip students with vital and essential skills and knowledge that are crucial for successfully executing a wide range of office administrative duties, including but not limited to creating and maintaining highly organized and efficient filing systems, proficiently scheduling important appointments, effectively coordinating and managing daily office operations, as well as skillfully prioritizing and completing various routine office tasks with utmost efficiency.

Financial and Office Management in Healthcare Course

Course Competencies:

By enrolling in this course, students will gain a comprehensive understanding of the essential principles and techniques necessary to successfully oversee financial operations, maintain high standards of healthcare delivery, and evaluate outcomes in both public sector and non-profit healthcare organizations. By taking this course, students will gain a thorough understanding of the inner workings and functions of health insurance plans, both from the perspective of the buyer and the insurer. Along with gaining knowledge in various healthcare settings, students will also have the opportunity to develop practical skills in financial management, as it applies to the healthcare industry.

Course Objectives

Module 1: Office Managerial Responsibilities

Objectives:
- Summarize the general responsibilities of an office manager.
- Describe ways to promote patient satisfaction and communication.
- Describe ways to increase office productivity.
- Explain the purpose of office staff meetings.
- Describe components of an employee handbook and office policies and procedures manual.
- Describe the process of preparing an incident report.
- Summarize the process of recruiting, hiring, and training new employees.
- Describe the role of the office manager in employee performance review, employee management, and termination of employment.
- Describe building and equipment maintenance responsibilities.
- Describe the process of maintaining supplies and completing an inventory.

Module 2: Filing Procedures

Objectives:
- Create, maintain, and store electronic documents.
- Describe security, confidentiality, and backup measures used in an electronic health record (EHR) storage system.
- Maintain alphabetic, subject, indirect, chronological, and tickler filing systems.
- Summarize alphabetic filing rules.
- Select appropriate equipment and supplies for filing systems.

- Describe charge-out and control systems.
- Outline methods to locate a lost record.
- Determine the retention period for temporary and permanent records.
- Outline methods to transfer and dispose of records, including confidential materials.

Module 3: Medical Records

Objectives:
- Create a new patient's medical record.
- Describe, navigate, and utilize electronic health records (EHR) and practice management systems (PMS).
- Describe types of medical record organization systems.
- Utilize a flow sheet.
- Identify who is qualified to provide CPOE into an EHR system.
- Differentiate between the titles physicians use based on their specialty and services rendered.
- Describe manual, electronic, and digital signatures.
- Follow documentation guidelines to record and correct information in a medical record.
- Describe the types of contents included in a patient's medical record file.
- Abstract data from a medical record.

Module 4: Drug and Prescription Records

Objectives:
- Differentiate between the three types of drug names.
- Use drug reference resources to locate information.
- Explain and interpret the components of a prescription.
- Summarize the process of e-prescribing.
- Create a prescription.
- Define common terms and abbreviations used in writing prescriptions.
- Summarize the requirements of "order entry" of drugs into a computerized system.
- Document a medication in a patient's medical record, medication schedule, and medication log.
- Document telephone calls regarding prescriptions in the medical record.
- Describe measures to prevent drug abuse and prescription errors.
- Describe the methods used to store, control, and dispose of drugs.

Module 5: Electronic Health Records

Objective:

- Create a new patient's medical record.
- Describe, navigate, and utilize electronic health records (EHR) and practice management systems (PMS).
- Describe types of medical record organization systems.
- Utilize a flow sheet.
- Identify who is qualified to provide CPOE into an EHR system.
- Differentiate between the titles physicians use based on their specialty and services rendered.
- Describe manual, electronic, and digital signatures.
- Follow documentation guidelines to record and correct information in a medical record.
- Describe the types of contents included in a patient's medical record file.
- Abstract data from a medical record.

Financial and Office Management in Healthcare
MODULES/TIME

Modules	Time
MODULE 1: Office Managerial Responsibilities	4 hours
MODULE 2: Filing Procedures	3 hours
MODULE 3: Medical Records	4 hours
MODULE 4: Drug and Prescription Records	3 hours
MODULE 5: Final Exam	2 hours
Total Clock Hours	**16 Hours**

Course Summary:

The main objective of this course is to explore and analyze the different principles and practices of financial management, with a particular emphasis on its application within the healthcare sector. Over the duration of this comprehensive course, we will dive deep into the intricacies and complexities of a diverse range of subjects essential to understanding the inner workings of healthcare organizations, such as the revenue cycle, disbursement procedures, budgeting and forecasting techniques, internal control measures, financial reporting protocols, and contract management practices.

Health Claims Course

Course Competencies:

Through an in-depth understanding of the health cycle, students can demonstrate a strong grasp of insurance knowledge while exploring healthcare law. Investigate private payers, Medicare, Medicaid, TRICARE, CHAMPVA, worker's compensation, and disability insurance. Knowledge of deductibles, coinsurance, copayments, exclusions, medical necessity, referrals, prior authorization, coordination of benefits, COBRA, collections, pre-existing periods, allowed amounts, malpractice, outpatient benefits, and lifetime maximums. The coding system for intermediate diagnostic, procedural, and HCPCS (Healthcare Common Procedure Coding System) is used to accurately classify and document medical procedures and services. Claims reimbursement methods, contractual allowances, fee schedules, and other rules to facilitate timely payment of claims.

Course Objectives

Module 1: Procedure Coding

Objectives:
- Describe elements of a coding compliance program.
- Explain the components and purpose of a standard code set.
- Describe the process of coding professional services.
- Define common terminology used in *CPT* coding.
- Identify symbols used in the *CPT* codebook.
- Determine code edits and define reimbursement terminology.
- Describe the organization of the *CPT* codebook.
- Summarize the concepts of surgical package rules, follow-up days, and Medicare Global Package rules.

- Identify the process for assigning modifiers as needed to *CPT* codes.
- Explain the use of add-on codes.
- Review the appropriate *CPT* Appendices to assist with code selection.
- Code professional services and procedures using *CPT* and HCPCS II.
- Utilize tactful communication skills with medical providers to ensure accurate code selection.
- Describe the use of encoders and computer-assisted coding.

Module 2: Diagnostic Coding

Objectives:
- Describe the format and organization of *ICD-10-CM*.
- Differentiate between principal and primary diagnosis.
- Define common terms used in *ICD-10-CM*.
- Identify abbreviations used in *ICD-10-CM*.
- Explain the meaning of punctuation used in *ICD-10-CM*.
- Describe the process of locating codes in *ICD-10-CM*.
- Apply coding guidelines and general chapter-specific rules to code diagnoses using *ICD-10-CM.*
- Utilize and define medical necessity guidelines when applying coding in the health care setting.
- Utilize tactful communication skills with medical providers to ensure accurate code selection.

Module 3: Health Insurance Systems

Objectives:
- Describe the different types of health insurance.
- Explain the components and benefits of insurance policies and plans.
- Explain the different types of managed care organizations.
- Interpret insurance card information.
- Verify insurance coverage and eligibility.
- Describe and obtain precertification and preauthorization, including documentation.
- Differentiate between Medicare Parts A, B, C, and D.
- Differentiate between the three main types of TRICARE coverage.

Module 4:Insurance Claims Processing

Objectives:

- Identify claim submission guidelines and time limits for various insurance programs.
- Identify differences between electronic and paper claims submission.
- Complete a CMS-1500 claim form.
- Describe how to follow up on claims.
- Summarize the False Claims Act.
- Describe the process for claims denials and appeals.
- Interact professionally and tactfully with third-party representatives.
- Explain the use of an Advance Beneficiary Notice.

Health Claims
MODULES/TIME

Modules	Time
MODULE 1: Procedure Coding	4 hours
MODULE 2: Diagnostic Coding	3 hours
MODULE 3: Health Insurance Systems	4 hours
MODULE 4: Insurance Claims Processing	3 hours
MODULE 5: Final Exam	2 hours
Total Clock Hours	**16 Hours**

Course Summary:

Students examine the roles of various health professionals. Additionally, students discover the role medical records play in a billing specialist's job and gain a basic understanding of electronic records. They begin learning medical terminology using a unique word-building system to help them interpret new terms. After examining important ethical and legal issues, students learn about the history and development of healthcare reimbursement. Students get extensive, hands-on practice completing the CMS-1500 form and interpreting explanations of benefits, as well as secondary claims. Students then explore how to deal with insurance follow-up, denials, and aging. Finally, students learn to complete a claim using a cloud-based medical billing software.

Human Anatomy & Physiology Course

Course Competencies:

By studying and analyzing the complex relationship between the structures and functions of the human body, one can gain a thorough and comprehensive understanding of the intricate connection between anatomy and physiology. This course introduces students to the fundamental unit of all living organisms, the cell, and delves into its structure and functions. Additionally, it covers various systems such as tissues, integument, skeleton, muscular, and nervous systems in an integrated manner.

Course Description & Objectives

- Explain the structural organization of all 12 body systems from simple to complex.
- Explain the basics of pathology, including the terminology, protection mechanisms, and predisposing factors.
- Differentiate among the common causes of diseases.
- Describe the two vertical body planes and the horizontal body plane.
- Describe the four quadrants of the abdomen.
- Describe each body cavity.
- List major organ(s) located within each body cavity.

Module 1: Anatomical Descriptors and Fundamental Body Structure

Objectives:
- Identify the various systems of the human body.
- Describe the structural organization of the human body.
- Describe the anatomical directional terms used for the human body.
- Describe the two vertical body planes and the horizontal body plane.
- Describe the four quadrants of the abdomen.
- Describe each body cavity.
- List major organ(s) located within each body cavity.
- Describe the basic characteristics of the cell.

Module 2: The Nervous System

Objectives

- Spell and define, using the glossary, all the Words to Know in this chapter.
- Apply medical terminology for the neurological system.
- Describe the purpose of the autonomic nervous system.
- Describe the normal function of the neurological system.
- Identify the anatomical location of major organs in the neurological system.
- identify the two main divisions of the nervous system.
- identify the two types of peripheral nerves.
- Describe the effects of various substances on the action of a synapse.
- Differentiate between simple and complex reflex actions.
- Describe the coverings of the brain and spinal cord including their purpose.
- Describe diagnostic measures for diseases of the nervous system.
- Identify common pathology related to the neurological system including signs, symptoms, and etiology.
- Describe treatments for diseases of the nervous system.
- Compare structure and function of the nervous system across the lifespan.

Module 3: The Senses

Objectives

- Spell and define, using the glossary, all the Words to Know in this chapter.
- Apply medical terminology for the sensory system.
- List the organs that make up the sensory system.
- Name the senses of the human body, identifying the corresponding organ(s) responsible for perception.
- Identify the anatomical location of major organs in the sensory system.
- Describe the normal function of the sensory system.
- Outline the visual pathway, beginning with light entering the pupil and ending with messages being received in the visual cortex of the occipital lobe.
- Explain the effects of the lens and cornea on the focusing of images.
- Describe the hearing pathway, beginning with the sound waves that are funneled by the auricle to the interpretation of sound waves in the brain.
- Explain the balance function of the inner ear.
- Describe the anatomy of the olfactory organ and explain how an odor is perceived.
- Identify the types of contact receptors found in the skin.

Module 4: Integumentary System

Objectives

- Apply medical terminology for the integumentary system.
- Describe the normal function of the integumentary system.
- List the major organs of the integumentary system.
- Identify the anatomical location of major organs in the integumentary system.
- Name the three layers of skin tissue and the characteristic structures of each layer.
- Identify common pathology related to the integumentary system including signs, symptoms, and etiology.
- Outline the causes of melanoma.
- Describe the A-B-C-D-E method of identifying potentially malignant moles.
- Describe methods of educating patients on the risk factors associated with melanoma.
- Explain the importance of self-examination to screen for melanoma.
- Describe diagnostic measures for diseases of the integumentary system.
- Describe treatments for diseases of the integumentary system.
- Compare structure and function of the integumentary system across the lifespan.

Module 5: The Skeletal System

Objectives

- Spell and define, using the glossary, all the Words to Know in this chapter.
- Apply medical terminology for the skeletal system.
- List the major organs of the skeletal system.
- Name two divisions of the skeletal system and the bone groups within each.
- Identify the elements that make up bone tissue.
- Describe the normal function of the skeletal system.
- Identify the anatomical location of the major organs in the skeletal system.
- Name the divisions of the spinal column and the number of vertebrae in each.
- Describe the structure of the long bones.
- Explain how long bones grow.
- Identify three kinds of synovial joints.
- Identify the eight major types of fractures and their causes.
- Describe diagnostic measures for diseases of the skeletal system.

- Identify common pathology related to the skeletal system including signs, symptoms, and etiology.
- Explain why carpal tunnel symptoms occur.

Module 6: The Muscular System

Objectives

- Apply medical terminology for the muscular system.
- Explain how muscular activity increases body heat.
- Describe the normal function of the muscular system.
- Describe types of muscular tissue and the purpose of them.
- List the major organs that make up the muscular system.
- Identify the anatomical location of the major muscles in the muscular system.
- Identify common pathology related to the muscular system including signs, symptoms, and etiology.
- Describe diagnostic measures for diseases of the muscular system.
- Describe treatments for diseases of the muscular system.
- Compare the structure and function of the muscular system across the lifespan.

Module 7: The Respiratory System

Objectives

- Apply medical terminology for the respiratory system.
- List the major organs in the respiratory system.
- Identify the anatomical location of the major organs in the respiratory system.
- Describe the normal function of the respiratory system.
- Describe diagnostic measures for diseases of the respiratory system.
- Identify common pathology related to the respiratory system including signs, symptoms, and etiology.
- Describe treatments for diseases of the respiratory system.
- Compare structure and function of the respiratory system across the lifespan.

Module 8: The Circulatory System

Objectives

- Apply medical terminology for the circulatory system.

- List the major organs in the circulatory system.
- Describe the normal function of the circulatory system.
- Identify the anatomical location of major organs in the circulatory system.
- Describe heart sounds.
- Describe the action of an artificial pacemaker.
- List five types of blood vessels.
- Describe the purpose of blood vessels.
- Differentiate between pulmonary, systemic, and portal circulation.
- Trace the pathway of blood through the pulmonary and systemic circulation.
- Explain the role of each component of whole blood.
- Describe the clotting process.
- List the four different blood types.
- Explain the importance of blood types for recipients of transfusions.
- Explain the importance of the Rh factor in pregnancy and transfusions.
- Describe diagnostic measures for diseases of the circulatory system.
- Identify common pathology related to the circulatory system including signs, symptoms, and etiology.

Module 9: The Lymphatic/Immune System

Objectives

- Apply medical terminology for the lymphatic/immune system.
- List the body's main lines of defense against antigens.
- Describe the normal function of the lymphatic/immune system.
- Describe the origin of blood cells.
- List the major organs of the lymphatic/immune system.
- Identify the anatomical location of the major organs in the lymphatic/immune system.
- Explain the role of the B cell.
- Identify the four types of T cells.
- Explain what causes an inflammatory response.
- Describe how immunizations and vaccines work.
- Identify common pathology related to the lymphatic/immune system including signs, symptoms, and etiology.
- Explain how the acquired immunodeficiency syndrome (AIDS) virus destroys the immune system.
- Name the three most common opportunistic diseases.
- Name the classifications of cancer.

Module 10: The Digestive System

Objectives:

- Apply medical terminology for the digestive system.
- List the major organs in the digestive system.
- Identify the anatomical location of major organs in the digestive system.
- Trace the pathway of food through the alimentary tract.
- Explain the process of swallowing.
- Describe how the esophagus propels food toward the stomach.
- Explain how and where nutrients are absorbed.
- Describe the normal function of the digestive system.
- Describe treatments for diseases of the digestive system.
- Describe diagnostic measures for diseases of the digestive system.
- Identify common pathology related to the digestive system including signs, symptoms, and etiology.
- Compare the structure and function of the digestive system across the lifespan.

Module 11: The Urinary System

Objectives:

- Apply medical terminology for the urinary system.
- Describe the normal function of the urinary system.
- Explain how the urinary system functions with other systems.
- List the major organs of the urinary system.
- Identify the anatomical location of the major organs in the urinary system.
- Describe the process of dialysis.
- Describe diagnostic measures for diseases of the urinary system.
- Identify common pathology related to the urinary system including signs, symptoms, and etiology.
- Describe treatments for diseases of the urinary system.
- Compare the structure and function of the urinary system across the lifespan.

Module 12: The Endocrine System

Objectives:

- Apply medical terminology for the endocrine system.
- Describe the normal functions of the endocrine system.
- List the major organs in the endocrine system.
- Identify the anatomical location of major organs in the endocrine system.
- Describe the hormones of the endocrine system.
- Describe the glands of the endocrine system.
- Describe diagnostic measures for diseases of the endocrine system.
- Identify common pathology related to the endocrine system including signs, symptoms, and etiology.
- Describe treatments for diseases of the endocrine system.
- Compare structure and function of the endocrine system across the lifespan.

Module 13: The Reproductive System

Objectives:

- Apply medical terminology for the reproductive system.
- Describe the normal function of the male and female reproductive system.
- List the major organs in the male and female reproductive system.
- Identify the anatomical location of the major organs of the male and female reproductive system.
- Describe male and female prenatal development.
- Describe diagnostic measures for diseases of the male and female reproductive system.
- Identify common pathology related to the male and female reproductive system including signs, symptoms, and etiology.
- Describe treatments for diseases of the male and female reproductive system.
- Outline the steps of ovulation.
- Describe how the female body changes in relation to fertility.
- Describe the phases of the menstrual cycle and the purpose of menstruation.
- Explain how fertilization occurs.
- Describe the events occurring during each trimester of pregnancy as they relate to the woman and the embryo or fetus.
- Describe the events that occur in the three stages of labor.
- List various methods of contraception.
- Compare structure and function of the male and female reproductive system across the lifespan.

<u>Human Anatomy & Physiology</u>

MODULES/TIME

Modules	Time
MODULE 1: Anatomical Descriptors and Fundamental Body Structure	3 hours
MODULE 2: The Nervous System	3 hours
MODULE 3: The Senses	3 hours
MODULE 4: Integumentary System	2 hours
MODULE 5: The Skeletal System	3 hours
MODULE 6: The Muscular System	2 hours
MODULE 7: The Respiratory System	3 hours
MODULE 8: The Circulatory System	5 hours
MODULE 9: The Lymphatic/Immune System	4 hours
MODULE 10: The Digestive System	4 hours
MODULE 11: The Urinary System	3 hours
MODULE 12: The Endocrine System	3 hours
MODULE 13: The Reproductive System	4 hours
MODULE 14: Final Exam	2 hours
Total Clock Hours	**44 Hours**

Course Summary:

The study of the human body encompasses an in-depth exploration of its structure and function, delving into the intricate workings of cells, tissues, and organs within the integumentary, skeletal, muscular, and nervous systems. The main focus of this study is on the intricate connections between various systems within the body and their role in regulating and maintaining the delicate balance of physiological functions necessary for homeostasis.

Medical Administrative Assistant Program Completion
MODULES/TIME

Modules	Time
MODULE: Final Exam	2 hours
Total Clock Hours	**2 Hours**

Textbooks & Other Learning Resources

Administrative Medical Assisting
- Ebook provided, physical textbook available
- ISBN: 9780357765272
- Authors: Linda French & Lisa Turner
- Edition: 9th Edition

Medical Assisting: Administrative & Clinical Competencies
- Ebook provided, physical textbook available
- ISBN: 9780357502815
- Authors: Michelle Blesi
- Edition: 9th Edition

Medical Office Simulation Software 4.0
- Ebook provided, physical textbook available
- ISBN: 9780357933084
- Authors: Cengage
- Edition: 4.0 Edition

Electronic Health Records Simulation
- Online software includes 700+ customizable patient cases and activities built around the diverse and realistic human stories healthcare professionals see every day.
- Authors: EHRGo

Students will be given eBooks that are accessible from the learning management system. If a student would like to rent or purchase a hard copy of the book, at their own expense, they will need to contact the publisher directly. Instructions for additional textbook options can be found inside the learning management system.

The Medical Administrative Assistant Resource Library is available from the student's account and can be accessed at any time from anywhere. This resource is available for all students, current and graduated, to stay up-to-date as the industry source material is updated.

Holder in Due Course Statement

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor. (FTC Rule effective 5-14-76).

Accreditation Status

Intelvio, LLC d/b/a Intelvio Medical Training does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. The School does not participate in federal or state student aid programs.

Students are eligible to sit for certification examinations from the relevant pharmacy technician training oversight organizations known as National Healthcareer Association (NHA).