



# Certified Medical Administrative Assistant (CMAA)

Davenport University's Certified Medical Administrative Assistant (CMAA) program provides you with the skills needed to excel in a medical office environment. Learn to manage patients, co-workers and time with confidence and grace. This program will prepare you to successfully pass the Certified Medical Administrative Assistant (CMAA) national certification exam offered by National Healthcareer Association (NHA).

Imagine a career where you can directly impact the patient experience by helping healthcare providers deliver quality care. Medical Administrative Assistants (Medical Secretaries, Medical Office Specialists) are skilled multi-taskers who direct the flow of patients through a medical office and provide a positive experience. Medical Administrative Assistants are the trusted support staff whose patients, physicians, nurses and technicians rely on to keep things organized, efficient and on time.

#### After completing this course, you will be able to:

- Comply with basic medical ethics as well as HIPAA/HITECH, OSHA, CMS regulations
- Understand and utilize medical terminology for administrative duties in a medical facility
- Evaluate a medical office's scheduling needs and appropriately book patient services
- Accurately obtain patient information, verify insurance coverage and prepare encounter forms
- Correctly file medical records and perform basic financial and other general office procedures
- Manage medical documents including medical billing and coding processes
- Create a positive and engaging patient experience

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To learn more, visit [davenport.edu/ipex/health](http://davenport.edu/ipex/health)  
or contact us: (616) 233-2589 | [ipex@davenport.edu](mailto:ipex@davenport.edu)

#### Program includes:

- NHA Certified Medical Administrative Assistant (CMAA) training resources and exam
- Interactive classroom sessions led by an experienced administrative medical professional
- Access to the online NHA learning portal for study materials, practice exams and learning support

#### Training topics:

- Becoming a Medical Administrative Assistant
- Managing Stress and Improving Communication
- Law, Ethics, and Healthcare (HIPAA, ADA, OHSA, CMS, Patient Bill of Rights)
- Computer Skills in the Ambulatory Care Setting
- Patient Scheduling and Telecommunications
- Medical Terminology: Word Building, Plurals, Abbreviations
- Managing and Creating Medical Records
- Patient Intake and Verifying Insurance
- Working with Medical Documents
- Written Communications
- Medical Billing and Coding Overview