



ABC Adult School

Medical Front Office Assistant Instructional Plan

2025 - 2026

Revised 8/7/2025

MISSION STATEMENT:

The Mission of ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.

1. PROGRAM/COURSE IDENTIFICATION

- **Program Title:** Medical Front Office Assistant
- **Program Length/Duration:** 692 hours
- **Target Audience:** Individuals seeking entry-level positions in a medical front office or medical billing setting.
- **Prerequisites:** High school diploma/HSE
- **Funding Model:** This is a fee-based course, with any other expenses funded through the general Adult School budget.
- **Class Content Breakdown:**
 - Keyboarding (35 - 45 WPM): 84 hours
 - Computer Essentials: 84 hours
 - Accounting 1: Financial: 84 hours
 - Medical Terminology and Anatomy: 168 hours
 - Medical Billing and Coding: 168 hours
 - Electronic Health Records: 84 hours
 - Job Preparation: 20 hours

2. PROGRAM GOALS AND LEARNING OBJECTIVES

Overall Program Objective: The Medical Front Office Assistant program is designed to provide students with the necessary preparation for entry-level positions in a medical front office or billing setting. Students will gain essential knowledge and practical skills in medical terminology, medical billing and coding, software applications, administrative duties, legal requirements pertaining to reporting and patient privacy (e.g., HIPAA), effective communication, customer service, and workplace diversity.

Terminal Performance Objectives (TPOs): Upon successful completion of this program, students will be able to:

A. Communicate:

- Interpret verbal and nonverbal communications effectively and respond appropriately in a professional medical office setting.
- Follow complex verbal and nonverbal instructions from instructors, peers, and staff.
- Read, understand, and accurately follow established medical office procedures.

B. Career Planning and Management:

- Identify personal interests, aptitudes, and necessary skills for informed career decision-making within the medical administrative field.
- Utilize information and communication technology to research and explore training and job opportunities in medical administrative pathways.

C. Problem Solving and Critical Thinking:

- Identify problems and formulate significant questions to clarify points of view and solve issues in a work environment.
- Apply systems thinking to analyze how various components (e.g., software, hardware, procedures) interact to produce desired outcomes in a complex medical office setting.

D. Health and Safety:

- Interpret and comply with all relevant policies, procedures, and regulations governing the medical workplace environment, understanding both employer and employee responsibilities.
- Demonstrate methods to prevent and respond to work-related accidents or injuries, including the application of ergonomic principles.

E. Technology Proficiency:

- Demonstrate proficiency in basic computer operations, including system login, file management, and proper system shutdown.
- Navigate and utilize essential software applications (e.g., word processors, spreadsheets) and online platforms (e.g., LMS, email), and electronic health records.
- Apply principles of basic digital citizenship, including password safety and appropriate online behavior.

3. INSTRUCTIONAL STRATEGIES AND DELIVERY METHODS

Instructional Approach: A combination of lecture, hands-on computer lab practice, interactive demonstrations, and guided exercises.

Teaching Methods:

- **Direct Instruction:** For foundational knowledge in medical terminology, billing/coding, and legal requirements.
- **Demonstrations:** Practical demonstrations of software applications, administrative tasks, and ergonomic practices.
- **Guided Practice:** Supervised exercises in keyboarding, computer applications, and EHR systems.
- **Problem-Based Learning:** Case studies and scenarios to develop critical thinking and problem-solving skills relevant to front office challenges.
- **Role-Playing:** Simulations of patient communication and customer service interactions.
- **Technology Integration:** Extensive use of computers, specialized medical office software, and online resources for research and practice.
- **Differentiation and Support:** Instructors will provide individualized support, offer varied learning materials, and adapt instruction to meet diverse learning needs, including those of English Language Learners and students with disabilities.

- **Initial Technology Orientation:** An initial comprehensive orientation will guide students through login processes, classroom technology components, platform access (LMS, email, key applications), and basic digital citizenship, reinforced with hands-on tasks.

4. INDUSTRY ALIGNMENT AND PROGRAM EVALUATION

Occupational Advisory Committee (OAC) Review: The program outline undergoes an annual evaluation by the Occupational Advisory Committee. This committee, comprising experienced medical office professionals, employers, and program alumni, meets annually to:

- Review program objectives and curriculum content to ensure alignment with current industry standards and employer needs.
- Provide recommendations on instructional materials, software, and equipment to reflect current medical office practices.
- Assess the appropriateness of instructional methods and student evaluation criteria.
- Ensure the program effectively prepares students with the essential job knowledge, administrative skills, and professional attitudes required for success in medical front office and billing roles.

Student Outcome Data Review: Annual review of student achievement data, including completion rates, employment rates in relevant fields, and feedback from employers. This data is critical for identifying areas for program improvement and ensuring continuous quality enhancement in alignment with COE standards.