



ABC Adult School

Medical Front Office Assistant Instructional Plan

2026 - 2027

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.

VISION STATEMENT:

Students will develop confidence and self-reliance as they aspire to reach their full potential in life-long learning. We will cultivate our students' desire for learning, and encourage them to try new and exciting challenges by giving them a solid foundation to build on.

1. PROGRAM/COURSE IDENTIFICATION

- **Program Title:** Medical Front Office Assistant
- **Program Length/Duration:** 672 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; any additional expenses are covered by 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

2. PROGRAM GOALS AND LEARNING OBJECTIVES

Overall Program Objective: The Medical Front Office Assistant program prepares students for entry-level positions in medical front office or billing settings. Students will gain essential knowledge and practical skills in medical terminology, medical billing and coding, software applications, administrative duties, legal requirements about 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 ask meaningful questions to clarify points of view and resolve workplace issues.
- 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 use essential software applications (e.g., word processors, spreadsheets), online platforms (e.g., LMS, email), and electronic health records.
- Apply basic digital citizenship principles, 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 OAC evaluates the program outline annually. This committee, comprising experienced medical office professionals, employers, and industry professionals, meets annually to:

- Review program objectives and curriculum content to ensure alignment with current industry standards and employer needs.
- Recommend instructional materials, software, and equipment that 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.

ANNUAL REVIEW/REVISION

Date	Administrator; Confirming Plan Review/Revision
8/7/2025	<i>Jeff Heilig</i>
8/13/2026	<i>Jeff Heilig</i>