

What can you do with a major in Medical Administrative Assistant?

Campus(s) program is offered: Austell

What are the most likely job titles one can expect to qualify for after completing this program?

Medical Administrative Assistant, Front Office Assistant, Receptionist

What do students express as the thing they enjoy the most about this program?

They enjoy getting to perform actual procedures that are done out there in the “real world”. It’s not just learning from a textbook; they get to do hands on learning as well.

What is the least?

It is a lot of information to absorb, so of course the exams.

What are some typical misconceptions about this program of study?

Students think that an MAA is just a secretary that answers the phone; however that couldn’t be further from the truth.

What are some essential skills a student needs to have to be successful in this program?

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Service Orientation — Actively looking for ways to help people.

Speaking — Talking to others to convey information effectively.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Coordination — Adjusting actions in relation to others' actions.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Time Management — Managing one's own time and the time of others.

What are some essential skills a student needs to have to be successful in this program?

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Near Vision — The ability to see details at close range (within a few feet of the observer).

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Selective Attention — The ability to concentrate on a task over a period of time without being distracted.

Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

What are typical skills and abilities that a student gains once he/she has completed the program of study?

- They are able to operate through an EMR/EHR
- Scheduling appointments; answering the telephone and taking messages
- Filing insurance; billing & coding procedures
- Bookkeeping procedures; medical records management

Typical work activities/occupational functions

- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records
- Complete insurance or other claim forms
- Interview patients to complete documents, case histories, or forms, such as intake or insurance forms
- Receive and route messages or documents, such as laboratory results, to appropriate staff
- Compile and record medical charts, reports, or correspondence, using typewriter or personal computer
- Maintain medical records, technical library, or correspondence files

What additional training would you recommend for a student who wants to go to the next level in this field?

Obtain certification and/or obtain associates degree in the HIMT program offered here at CTC.

Do any of the occupational courses transfer easily? At this time they do not.

What are some common limitations, if any, in this program that students face?

They are only allowed to work in the front office; MAA's cannot work in the back office

Are there any exams/certifications that a student needs to take after completing the courses? Are these exams/certifications offered on campus?

At this time, it is not mandatory that students take a certification exam. However, they are encouraged to do so. There are several channels that students can utilize to take their certification exam, such as through the AMT & the NHA neither of which is offered at CTC.

Possible employment settings:

Hospitals, Physician's Offices, Surgery Centers, Dental Offices, Insurance Companies, Outpatient Clinics

Names of potential employers:

WellStar	Piedmont Hospital	Northside Hospital
Children's Healthcare of Atlanta	Devereux	Grady Healthcare System
Cobb Medical Associates	WellStreet Urgent Care	

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