

## Medical Front Office

**Training Provider:** Community College of Baltimore County (CCBC)

**Program Address:** CCBC Essex Campus: 7201 Rossville Boulevard Baltimore, MD 21237

OR

CCBC Randallstown Extension Center, Liberty Center: 3637 Offutt Road Randallstown, MD 21133

*Note: Additional locations will be determined for clinical placements*

### **Program Description:**

During this 4-month program, you will learn medical administrative skills and gain experience in giving direct care to patients. You will learn and practice the following basic skills needed to do well in this job including:

- Customer service skills
- Key medical terms
- What the HIPAA law is and how it impacts your work
- Storing and finding information for staff, patients, and clients
- Registering patients and scheduling appointments using Electronic Health Records systems
- Processing payments

Also, you will increase your professional skills by preparing to succeed at a job, and gaining basic computer skills for the field.

### **Potential Job Titles:**

Medical Office Specialist  
Patient Coordinator  
Patient Service Technician

### **Average starting wage:**

\$14.00-\$16.00 per hour

### **Credential or Certification Earned:**

By completing this program, you will earn a CCBC Continuing Education Workforce Training Certificate. Additionally, you can earn a nationally recognized Certified Medical Administrative Assistant (CMAA) certification from the National Healthcareer Association.

### **What do people in Medical Front Office do?**

Medical Front Office (MFO) staff perform and coordinate the administrative activities of medical office for physicians, clinics, hospitals, or other medical facilities.

You have a lot of potential for career advancement, as many of this program's components count towards the Medical Assistant program.



***To be admitted to this program, you must:***

- Take a math and reading test
- Complete drug test for program entry; pass drug test for employment
- Complete background check
- Complete a pre-requisite skills workshop (6 hours)
- Complete an in-person interview
- Show proof of immunizations, negative PPD (tuberculosis test), current flu vaccine, tetanus shot, and an up-to-date physical

You must be willing and able to commit to the program schedule and complete the coursework. You also must have good time management, actively engage in class, respond to communication, and have basic computer skills.

***Important Dates:***

There are multiple cohorts held throughout the year. Please contact G2C staff for the most up-to-date cohort dates, and to determine whether the start dates fit in with your scheduling needs.

***Main Program Contact:***

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