



Workforce Investment Act Eligible Training Program

Provider Name: Family Resources Community Action

Contract #: 4050-20

Address: 55 Main St.
Woonsocket, RI 02895

Address if program is held at a another site:

Program Name: Medical Office Administration Training

Office use only: ONET CODE 43-6013

CONTACT INFORMATION

Program Contact Person: Joseph Potenza

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Website: www.famresri.org

Course Outline/Topics to be Covered

This program is designed to provide students with a concise understanding of requirements of a medical office environment. Students will learn how to effectively utilize technology for correspondence, research, and business projects. Customer service, critical thinking, project and time management skills and filing are included along with medical terminology and HIPAA regulations. Word, Excel, Email, and keyboarding will be utilized at a beginner through intermediate level. Students will have an opportunity to earn certifications in the following: customer service, critical thinking, and certified medical office assistant.

Required academic grade levels to enter program

Reading Grade Level 7

Math Grade Level 7

English Proficiency Ability to use English effectively to meet most routine social and work situations

Required to enter training program

- Physical Yes No
- Vaccinations Yes No
- Drug test Yes No
- BCI Yes No
- License Yes No
- Tools Yes No
- Experience Yes No
- Other :

MAY be required for employment

- Physical Yes No
- Vaccinations Yes No
- Drug test Yes No
- BCI Yes No
- Certification Yes No
- License Yes No
- Tools Yes No
- Experience Yes No
- Other : HS diploma / GED

Participants will be qualified to seek employment in the following occupations:

- 1) Medical Secretary
- 2) Receptionist
- 3) Information Clerk
- 4) Customer Service Rep

Is this program Pell grant eligible?

Yes No

PROGRAM COSTS:

TUITION INCLUDES:

Tuition	\$5,100.00
Fees	_____
Books	_____
Licensing	_____
Certificate fees	_____
Other, provide explanation	_____
Total Tuition Cost	\$5,100.00

These are expenses that MAY be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Licensing	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Tools	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Uniforms	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Travel	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Miscellaneous	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Total			\$0.00

Participant is responsible for :

Prerequisites	_____
Memberships	_____
_____	_____
_____	_____
Cost above tuition cap	\$0.00
Expenses that <u>MAY</u> be reimbursed	\$0.00
Total	\$0.00

Maximum ITA Responsibility (Max. \$5500)

\$5,100.00

PROGRAM LENGTH

Weeks and Hours and

Additional Information

10 weeks, 30 hrs. per week. Mon - Fri 9:00 am - 3:00 pm

What type of certificate will be awarded and by whom?

Medical Administrative Assistant Certification (CMAA) - Customer Service (CSC) - Rockhurst Univ. / iCritical Thinking - ETS