

# FAMILY RESOURCES COMMUNITY ACTION

## *Employment & Training Center*

### **Medical Office Administration** *Job Training Program*

Graduates of this program will be trained to become Medical Secretaries, Receptionists, Front Desk Office Staff, and Medical Office Managers.

#### **COST & ELIGIBILITY**

DLT, DHS & ORS Clients May Qualify for Free Training

#### **WHEN**

Classes are held weekdays  
Monday-Friday from 9-3:30pm.  
**10 week training program**

Dates for this program:

02/28/11 to 05/13/11  
05/02/11 to 07/08/11  
05/16/11 to 07/22/11  
07/11/11 to 09/16/11  
07/25/11 to 10/14/11  
09/19/11 to 12/02/11  
10/03/11 to 12/16/11

#### **WHERE**

Family Resources Community Action  
*Employment & Training Center*  
55 Main Street  
Woonsocket, RI 02895

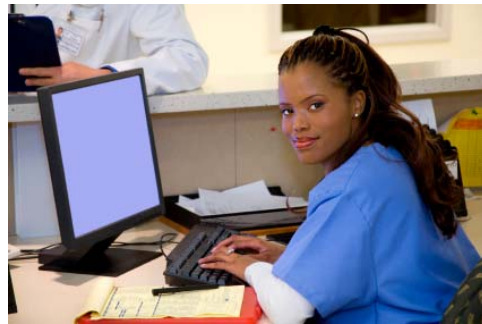
#### **FOR MORE INFO**

#### **CONTACT**

Joseph Potenza  
401.235.6016  
[jpotenza@famresri.org](mailto:jpotenza@famresri.org)

#### **VISIT US ON THE WEB**

[www.famresri.org](http://www.famresri.org)



*Certifications available in the  
Medical Office Administration  
training program include:*

*Medical Administrative Assistant*

*Critical Thinking*

*Customer Service*

#### **WHAT YOU WILL LEARN**

- How to effectively utilize technology for correspondence, research and business projects
- Customer service, critical thinking, project and time management skills
- Microsoft Office Word & Excel, Email and keyboarding at a beginner through intermediate level
- HIPAA regulations
- Medical terminology (Dean Vaughn & Delmar Flash)
- Business math and filing techniques used in the medical field
- Career Preparation Skills

*Information Sessions  
Are Held  
Every Wednesday at 3pm.*

*We have what it takes to get you back on the employment track!*



# FAMILY RESOURCES COMMUNITY ACTION

## Employment & Training Center

### Administrative Office Management

#### Job Training Program

Graduates of this program will be trained to become Administrative Assistants, Receptionists, Customer Service Representatives, and Secretaries.

#### WHAT YOU WILL LEARN

- How to effectively utilize technology for correspondence, research and business projects
- Customer service, critical thinking, project and time management skills
- Microsoft Office-Word
- Microsoft Office-Excel
- Essential elements of email
- Keyboarding
- Business math and filing techniques
- Career Preparation Skills

#### CERTIFICATIONS AVAILABLE

Microsoft Application Specialist

Critical Thinking

Customer Service

### Healthcare Reimbursement Specialist

#### Job Training Program

Graduates of this program will be trained to become Medical Records and Health Information Technicians, Medical Billers, Bill and Account Collectors, and Medical Secretaries.

#### WHAT YOU WILL LEARN

- How to complete cm1500 claim forms for various insurance payers
- HIPAA regulations
- Customer service and critical thinking skills
- How to utilize an electronic health record system
- Medical Manager Billing Software
- ICD-9, CPT & HCPS coding manuals
- Word & Excel at a beginner to intermediate level
- Medical Terminology using Dean Vaughn & Delmar Flash systems
- Career Preparation Skills

#### CERTIFICATIONS AVAILABLE

Electronic Health Record

Healthcare Reimbursement Specialist

Critical Thinking

Customer Service

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