



## BPHC WORKFORCE INNOVATIONS TRAINING PROGRAMS

### Medical Office Assistant Refresher and Certification Program

#### Description

This is a review course that includes discussion and instruction around the current U.S. healthcare trends and new models of care. Students will also review and perform venipuncture and capillary puncture, EKG and vital signs while utilizing proper safety procedures. Upon successful completion of the program, participants are eligible to take the Certified Clinical Medical Assistant (CCMA) exam through the National Health Career Association (NHA).

#### Audience

BPHC Medical Office Assistants (and equivalent titles)

#### Topics

- Week 1 (March 8)** – The Medical Assistant and the Healthcare Team; Introduction to Care Coordination
- Week 2 (March 15)** – Communication; Medical Records and Documentation Terminology
- Week 3 (March 22)** – Office Administration
- Week 4 (March 29)** – Patient Care & Prep Related to Phlebotomy
- Week 5 (April 05)** – Phlebotomy
- Week 6 (April 12)** – Patient Care & Prep Related to EKG Monitoring
- Week 7 (April 26)** – EKG Monitoring
- Week 8 (May 3)** – Communication and Customer Service
- Week 9 (May 10)** – Medical Law and Ethics, NHA review for examination
- Week 10 (May 17)** – NHA Exam

#### Registration Contact:

Maria D. Galafá

[mgalafa@sbhny.org](mailto:mgalafa@sbhny.org)

646-773-2314

#### Training Dates:

March 08 – May 17, 2019

Weekly on Fridays

9 a.m. – 5 p.m.

#### Location:

CUNY on the Concourse  
2501 Grand Concourse  
3<sup>rd</sup> Floor room 305  
Bronx, NY 10468

#### Presented by:

CUNY Hostos  
Community College

**E-mail us your feedback: [feedback@bronxphc.org](mailto:feedback@bronxphc.org)**

To report compliance issues please call the **Compliance Helpline: 1-855-813-7351**, or report online: [www.bphc.ethicspoint.com](http://www.bphc.ethicspoint.com).

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