

**PROGRAM APPROVAL APPLICATION**  
**NEW or SUBSTANTIAL CHANGE or LOCALLY APPROVED**  
(This application may not exceed 3 pages)

**Fill In Form**

**Administrative Medical Assistant**

Proposed Program Title

8/1/2016

Projected Program Start Date

Glendale Community College  
 College

Glendale Community College District  
 District

**Contact Information**

Jan Swinton  
 Voting Member

Dean, Workforce Development  
 Title

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Phone Number

Email

**Goal(s) of Program (Check all that apply):**

Career Technical Education (CTE)

X Transfer

Other

**Type of Program (Check all that apply):**

Certificate of Achievement 12-17 (or 17-27 quarter) units

Certificate of Achievement 18+ semester (or 27+ quarter) units

Associate of Science Degree

Associate of Arts Degree

**Reason for Approval Request (Check One):**

X New Program

Substantial Change

Locally Approved

**Program Information**

1208.20 Recommended [Taxonomy of Program \(TOP\) Code](#)

30 Units for Major-Degree

Total Units for Degree

30 Required Units-Certificate

**Written Form**

**1. Insert the description of the program as it will appear in the catalog. (See PCAH pp. 142 and 170)**

The Administrative Medical Assistant Program prepares students for employment as a medical assistant in a physician's office or clinic. The curriculum is designed to provide administrative training to assist the physician with the care and treatment of patients. These administrative functions include patient reception, registration and scheduling appointments, word processing and medical documentation preparation, validating insurance and verifying coding, ordering and maintaining supplies and equipment, and maintaining patient medical records

**2. Provide a brief rationale for the program.**

The program’s goals are to prepare the student for employment as an administrative medical assistant in a physician's office or clinic including performing administrative duties, communicating effectively with patients, applying HIPAA rules, and educating patients regarding office policies. The Administrative Medical Assistant program is designed to prepare the student to schedule appointments, perform medical reception duties, handle financial matters (including medical collection), manage electronic health records and other medical records, and to complete insurance and reimbursement process. The program includes an externship in the front office of a physician's office which helps provide the student with the administrative experience necessary to enter the workforce.

**3. Summarize the Labor Market Information (LMI) and employment outlook (including citation for the source of the data) for students exiting the program. (See PCAH pp. 85-88, 136, 147, 148, 165, 168, and 176)**

According to the U.S. Bureau of Labor Statistics (BLS), job prospects of medical assistants is projected to grow 29 percent from 2012 to 2022, much faster than the average for all occupations. The growth of the aging baby-boom population will continue to spur demand for preventive medical services, which are often provided by physicians. As their practices expand, physicians will hire more assistants to perform routine administrative and clinical duties, allowing the physicians to see more patients. An increasing number of group practices, clinics, and other healthcare facilities need support workers, particularly medical assistants, Administrative Medical Assistants work mostly in primary care, a steadily growing sector of the healthcare industry. In addition, federal health legislation will expand the number of patients who have access to health insurance, increasing patient access to medical care. According to the labor market information, California Occupational guide, these jobs are expected to increase by 23.2 percent, or 100,500 jobs projected between 2012 and 2020 in California. Additionally, these jobs are expected to increase by 21.4 percent, and 28,380 jobs are projected between 2012 and 2020.

Additional demand also is expected because of new and changing tasks for medical assistants as part of the medical team. As more and more physicians’ practices switch to electronic health records (EHRs), medical assistants’ job responsibilities will continue to change. Assistants will need to become familiar with EHR computer software, including maintaining EHR security and analyzing electronic

**1. List similar programs at other colleges in the Los Angeles and Orange County Region which may be adversely impacted. (There is space for 10 listings, if you need more, please contact [laocrc@sccollege.edu](mailto:laocrc@sccollege.edu))**

College	Program	Who You Contacted	Outcome of Contact
Pasadena City College	Medical Assisting	Blanca Rodriguez	Positive
Saddleback Community College	Medical Assisting	Safia Mamoon	Positive

2. List all courses required for program completion, including core requirements, restricted electives and prerequisites. (There is space for 20 listings, if you need more, please contact [laocrc.sccollege.edu](http://laocrc.sccollege.edu)). (See PCAH pp. 143 and 171)

Courses	Course Number	Course Title	Units
Medical Office Administration	MOA 180	Electronic Health /Medical Records	3.0
Medical Office Administration	MOA 182	Medical Terminology	5.0
Medical Office Administration	MOA 185	Medical Front Office Procedures	3.0
Health Information Technology	HIT 184	Health Care Delivery Systems	2.0
Medical Office Administration	MOA 183	Medical Billing and Coding	4.0
Health Information Technology	HIT 182	Legal Aspects of Health Care and Ethics	3.0
Health Information Technology	HIT 193	Current Procedural Terminology Coding	3.0
Biology	BIO 114	Human Form and Function	3.0
Business Administration	BUSAD 204	Customer Service Skills	1.0
Business Administration	BUSAD 050	Internship	3.0

3. Include any other information you would like to share.

The total number of certificates awarded for Medical Administrative Services-Medical Front Office between 2011-2014 was 55. The total number of certificates awarded for Medical Billing and Coding between 2-11-2014 was 74. These numbers represent the highest number of certificates awarded are the third highest in the college and the second highest within the Business Division. The number of certificates awarded reflects strong student interest in the administrative medical field. Counselor feedback indicates that students are interested in pursuing more advanced options beyond the certificates listed above. This correlates with instructor feedback received from students who are already working in the medical field but who wish to pursue a different certificated focus in the administrative medical field.