



MEDICAL RECEPTIONIST TRAINING PROGRAM

--- In partnership with CAIPA Foundation

Start your career in healthcare and be **rewarded** for attending the training!

How It Works

01

Eligibility:

- High school diploma or equivalent
- Bilingual in English and Chinese
- Basic computer skills
- Interest in pursuing a career in healthcare
- Legally authorized to work in the U.S.

02

Classroom Training:

Participants will complete a 6-week classroom training in **English, computer, and work readiness** at CMP, and will receive a stipend of \$300, to be distributed after successful completion of this phase.

Schedule:

1/9/25 - 2/14/25
6 weeks
Thursdays & Fridays
10am - 4pm

03

On-Site Hands-On Training:

After the classroom training, participants will start their on-site hands-on training at real-life medical offices of CAIPA, and will receive \$18/hour for the training they attend.

Schedule:

Feb. - May 2025
3 months
16 hours (2 full days)/week

04

After successfully completing the training, qualified graduates can be offered formal job opportunities!

To apply: tinyurl.com/CMP-MedicalReceptionist

Questions? Contact CMP at:

212-571-1699 / 646-292-9675, or rachelzhou@cmpny.org / yfabianmontas@cmpny.org, or
visit our office at 55 Chrystie St., 2nd FL, NYC

Medical Receptionist Training Manual

Heather Prendergast



Medical Receptionist Training Manual:

Kinn's The Administrative Medical Assistant E-Book Brigitte Niedzwiecki, Julie Pepper, 2022-11-19 Selected for Doody's Core Titles 2024 in Medical Assisting More than any other product on the market the most successful medical assistants begin their careers with Kinn Known for more than 65 years for its alignment with national curriculum standards Kinn's The Administrative Medical Assistant An Applied Learning Approach 15th Edition teaches the real world administrative skills essential for a career in the modern medical office always with a focus on helping you apply what you've learned This edition features new and expanded content on insurance coding privacy and security telehealth logistics and much more With its approachable writing style appropriate for all levels of learners and a full continuum of separately sold adaptive solutions EHR documentation experience and HESI remediation and assessment quickly master the leading skills to prepare for certification and a successful career in the dynamic and growing administrative medical assisting profession Step by step illustrated procedures include rationales and a focus on professionalism Electronic health record EHR coverage provides access to hands on activities using SimChart for the Medical Office sold separately Applied learning approach incorporates threaded case scenarios and critical thinking applications Patient education and legal and ethical features at the end of each chapter reinforce legal and communications implications within medical assisting practice Key vocabulary terms and definitions are presented at the beginning of each chapter highlighted in text discussions and summarized in a glossary for quick reference Robust Evolve companion website offers procedure videos practice quizzes mock certification exams and interactive learning exercises NEW Content aligns to 2022 Medical Assisting educational competencies NEW and UPDATED Comprehensive coverage of all administrative functions complies with accreditation requirements and includes insurance coding privacy and security telehealth logistics and more NEW Artwork familiarizes you with the modern medical office and equipment Front Office Management for the Veterinary Team E-Book Heather Prendergast, 2018-12-20 NEW Strategic Planning chapter discusses how to strategically plan for the successful future of the veterinary hospital and will include details on growing the practice planning the workforce meeting consumer needs and increasing the value of the practice NEW The Leadership Team chapter discusses how leadership affects the paraprofessional staff provides suggestions for effective leadership strategies and methods to set expectations for employees including attracting and retaining employees leveraging empowering and driving employee engagement NEW Standard Operating Procedures provides a checklist of important tasks associated with that chapter that must be addressed completed in the veterinary practice setting **Health Occupations Education Instructional Materials** Ohio State University. Center for Vocational and Technical Education, 1972 **Kinn's The Medical Assistant - E-Book** Brigitte Niedzwiecki, Julie Pepper, 2022-11-20 Selected for Doody's Core Titles 2024 in Medical Assisting More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Known for more than 65 years for its alignment with national curriculum standards

Kinn's The Medical Assistant An Applied Learning Approach 15th Edition teaches the real world administrative and clinical skills essential for a career in the modern medical office always with a focus on helping you apply what you've learned. This edition features a new unit on advanced clinical skills and expanded content on telemedicine infection control related to COVID 19 IV therapy radiology rehabilitation insurance coding privacy data security and much more. With its approachable writing style appropriate for all levels of learners and a full continuum of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment quickly master the leading skills to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession. Comprehensive coverage of all administrative and clinical procedures complies with accreditation requirements. Step by step illustrated procedures include rationales and a focus on professionalism. Electronic health record EHR coverage provides access to hands on activities using SimChart for the Medical Office sold separately. Applied learning approach incorporates threaded case scenarios and critical thinking applications. Patient education and legal and ethical features at the end of each chapter reinforce legal and communications implications within Medical Assisting practice. Key vocabulary terms and definitions are presented at the beginning of each chapter highlighted in text discussions and summarized in a glossary for quick reference. NEW Content aligns to 2022 Medical Assisting educational competencies. NEW Advanced Clinical Skills unit features three new chapters on IV therapy radiology basics and radiology positioning to support expanded medical assisting functions. NEW Coverage of telemedicine enhanced infection control related to COVID 19 and catheterization. NEW Procedures address IV therapy limited scope radiography applying a sling and coaching for stool collection. UPDATED Coverage of administrative functions includes insurance coding privacy data security and more. UPDATED Online practice exam for the Certified Medical Assistant matches 2021 test updates. EXPANDED Information on physical medicine and rehabilitation. EXPANDED Content on specimen collection including wound swab nasal and nasopharyngeal specimen collections.

Study Guide and Procedure Checklist Manual for Kinn's The Clinical Medical Assistant - E-Book Deborah B. Proctor, Brigitte Niedzwiecki, Julie Pepper, Martha (Marti) Garrels, Helen Mills, 2016-06-07. Get more practice with the essential medical assisting job skills. Designed to support Kinn's The Clinical Medical Assistant An Applied Learning Approach 13th Edition, Kinn's The Clinical Medical Assistant Study Guide and Procedure Checklist Manual Package An Applied Learning Approach 13th Edition offers a wide range of exercises to reinforce your understanding of common clinical skills including CAAHEP and ABHES competencies. A variety of exercises test your knowledge and critical thinking skills with vocabulary review multiple choice fill in the blank and true false questions. Additional exercises enhance learning with skills and concepts word puzzles case studies workplace applications and Internet activities. Procedure checklists help you track your performance of every procedure included in the textbook. Work products allow you to provide documentation to instructors and to accrediting organizations when a competency has been mastered. Cross references tie together exercises in the study guide to the

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Study Guide and Procedure Checklist Manual for Kinn's The Medical Assistant - E-Book Deborah B. Proctor, 2016-05-26
Get more practice with the essential medical assisting job skills Designed to support Kinn's The Medical Assistant An Applied Learning Approach 13th Edition Kinn's The Medical Assistant Study Guide and Procedure Checklist Manual Package An Applied Learning Approach 13th Edition offers a wide range of exercises to reinforce your understanding of common administrative and clinical skills including CAAHEP and ABHES competencies A variety of exercises test your knowledge and critical thinking skills with vocabulary review multiple choice fill in the blank and true false questions Additional exercises enhance learning with skills and concepts word puzzles case studies workplace applications and Internet activities Procedure checklists help you track your performance of every procedure included in the textbook Work products allow you to provide documentation to instructors and to accrediting organizations when a competency has been mastered Cross references tie together exercises in the study guide to the Connections theme in the main text NEW 15 procedure checklists based on CAAHEP competencies provide an assessment tool for MA procedures NEW Glucometer test results and Mantoux test records allow you to assess how well you are able to perform these procedures NEW Coverage of ICD 10 prepares you to use this new code set NEW SimChart for the Medical Office Connection ties EHR cases to appropriate chapters Kinn's The Administrative Medical Assistant - E-Book Alexandra Patricia Adams, 2013-11-28 Prepare for a successful career in medical assisting Kinn's The Administrative Medical Assistant 8th Edition helps you learn the real world administrative skills essential to working in the health care office In depth coverage ranges from professional behavior and interpersonal skills to billing and coding electronic health records and management of practice finances Written by administrative medical assisting expert Alexandra Adams this classic resource also includes an Evolve companion website with exercises and activities videos review questions for the CMA and RMA certification exams and an interactive portfolio builder Step by step illustrated procedures make it easier to learn and understand medical assisting skills and include rationales for each step Threaded case scenarios let you develop critical thinking skills and apply concepts learned in each chapter to realistic administrative situations Study Guide includes a variety of exercises to test your knowledge and critical thinking skills case scenarios from the book and a Procedure Checklists Manual Sold separately Emergency Preparedness and Assisting with Medical Emergencies chapter prepares you to take action during crises and urgent situations Detailed learning objectives and vocabulary with definitions in each chapter help you study more effectively with connections icons linking concepts in the text to exercises in the study guide and on the Evolve companion website Patient education and legal and ethical issues are described in relation to the Medical Assistant's job A Portfolio Builder on the Evolve website helps you demonstrate

proficiency to potential employers NEW Charting examples within the procedures are highlighted for easier learning
UPDATED coverage of the Electronic Health Record ensures that you are familiar with the technology you ll use on the job

Study Guide for Today's Medical Assistant - E-Book Kathy Bonewit-West, Julie Pepper, 2025-02-03 Get the most out of your Today's Medical Assistant Clinical and Administrative Procedures textbook with this practical study guide With chapters corresponding to those in the textbook this review provides the extra practice you need to master the clinical and administrative procedures performed by medical assistants Each chapter includes a wide range of exercises performance checklists and a guide to the amount of practice you need to attain competency Written by the textbook's author this review tool provides everything you need to master all of today's important medical assisting skills NEW Content alignment to 2022 CAAHEP Medical Assisting educational competencies helps you review and perform today's tasks at a level of accuracy and speed required of the entry level practitioner NEW review content includes exercises on telemedicine vaccinations COVID 19 protocols Cologuard eating disorders managing reimbursements and professionalism NEW coverage of gloving and masking procedures helps to protect against COVID 19 and other infectious diseases Variety of practice exercises includes matching true false key terms word parts short answer questions crossword puzzles critical thinking exercises and more Chapter pretests and posttests help you to measure your mastery of the content Laboratory assignment sheets call out each chapter's procedures and include performance checklists to help organize your study time Practice for Competency sections include worksheets with a guide to performing each clinical skill Critical thinking activities help you develop the judgment needed for real life medical office situations Perforated pages allow on the go review and make it easy to submit assignments [Home Health Aide Training Manual](#) Kay Green, 1996 This Protocol delineates the evidence for using devices for noninvasive patient monitoring of blood pressure heart rhythms pulse oximetry end tidal carbon dioxide and respiratory waveforms These protocols guide clinicians in the appropriate selection of patients for use of the device application of the device initial and ongoing monitoring device removal and selected aspects of quality control **Physician Assistant: A Guide to Clinical Practice** Ruth Ballweg, Darwin L. Brown, Daniel T. Vetrosky, Tamara S Ritsema, 2017-02-20 Entering its 6th edition Physician Assistant A Guide to Clinical Practice is the only text that covers all aspects of the physician assistant profession the PA curriculum and the PA's role in clinical practice It is designed as a highly visual and practical resource to be used across the spectrum of lifelong learning enabling students and practicing PAs to thrive in a rapidly changing health care system Teaches how to prepare for each core clinical rotation and common electives as well as how to work with atypical patient populations such as homeless patients and patients with disabilities A succinct bulleted writing style convenient tables practical case studies and clinical application questions throughout enable you to master key concepts and clinical applications Helps you master all the core competencies needed for certification or recertification Addresses all six Physician Assistant Competencies as well as providing guidance for the newly graduated PA entering practice Includes quick use resources such

as objectives and key points sections for each chapter tip boxes with useful advice abundant tables and images and 134 updated case studies Features chapters for the 7 core clinical rotations and 5 common electives with key guidance on how to prepare effectively and what to expect Provides updated health policy information expanded information about international programs cultural competencies and pearls and pitfalls on working internationally as a PA Outlines the basic principles of Interprofessional Education an important new trend in medical education nationally New chapters cover Maximizing Your Education Future of the Profession Principles of PA Education Managing Stress and Burnout and many other topics Expert Consult eBook version included with purchase This enhanced eBook experience allows you to search all of the text figures images and references from the book on a variety of devices **Practice Made Perfect** Marsha L. Heinke,2014-05-14

Kinn's The Administrative Medical Assistant E-Book Deborah B. Proctor,Brigitte Niedzwiecki,Julie Pepper,Payel Madero,2016-05-13 Administrative Medical Assisting begins with Kinn Elsevier s Kinn s The Administrative Medical Assistant 13th Edition provides you with the real world administrative skills that are essential to working in the modern medical office An applied learning approach to the MA curriculum is threaded throughout each chapter to help you further develop the tactile and critical thinking skills necessary in today s healthcare setting Paired with our adaptive solutions EHR documentation ICD 10 coverage and detailed procedural videos you will learn the professional and interpersonal skills of modern administrative medical assisting Professionalism in applicable procedures teaches you how to properly interact with patients and coworkers Professional behavior boxes provide guidelines on how to interact with patients families and coworkers Step by step procedures explain complex conditions and abstract concepts Patient education and legal and ethical issues are described in relation to the Medical Assistant s job Critical thinking applications test your understanding of the content Threaded case scenarios help you to apply concepts to realistic administrative situations Portfolio builder helps you demonstrate proficiency to potential employers NEW Chapter on The Health Record reviews how you ll be working with a patient s medical record NEW Chapter on Technology in the Medical Office introduces you to the role technology plays in the medical office NEW Administrative procedure videos helps you visualize and review key procedures NEW Chapter on Competency Based Education helps you to understand how your mastery of the material will affect your ability to get a job Basics of Diagnostic Coding prepares you to use ICD 10 coding system *Catalog of Copyright Entries. Third Series* Library of Congress. Copyright Office,1962 Includes Part 1 Number 2 Books and Pamphlets Including Serials and Contributions to Periodicals July December [Today's Medical Assistant - E-Book](#) Kathy Bonewit-West,Sue Hunt,Edith Applegate,2012-10-15 Content updates reflect the latest competencies for medical assistants and ensure you have the most current information on the newest trends and updates in the medical assisting world 8th grade reading level makes material approachable and easy to understand New chapter on Emergency Preparedness offers a well rounded perspective on what to do in specific emergency situations New OSHA Bloodborne Pathogens video improves your understanding of personal safety following the

OSHA standards Pronunciation section in the Terminology Review gives you confidence with pronunciation and medical knowledge Application to EMR where appropriate prepares you for the real world by dealing with electronic medical records

Study Guide for Kinn's The Administrative Medical Assistant - E-Book Deborah B. Proctor, Brigitte Niedzwiecki, Julie Pepper, Payel Madero, 2016-06-15 Get more practice with the essential medical assisting job skills Designed to support Kinn's The Administrative Medical Assistant An Applied Learning Approach 13th Edition Kinn's The Administrative Medical Assistant Study Guide and Procedure Checklist Manual Package An Applied Learning Approach 13th Edition offers a wide range of exercises to reinforce your understanding of common administrative skills including CAAHEP and ABHES competencies A variety of exercises test your knowledge and critical thinking skills with vocabulary review multiple choice fill in the blank and true false questions Additional exercises enhance learning with skills and concepts word puzzles case studies workplace applications and Internet activities Procedure checklists help you track your performance of every procedure included in the textbook Work products allow you to provide documentation to instructors and to accrediting organizations when a competency has been mastered Cross references tie together exercises in the study guide to the Connections theme in the main text NEW Eight procedure checklists based on CAAHEP competencies provide an assessment tool for MA procedures NEW Glucometer test results and Mantoux test records allow you to assess how well you are able to perform these procedures NEW Coverage of ICD 10 prepares you to use this new code set NEW SimChart for the Medical Office Connection ties EHR cases to appropriate chapters Resources in Education, 1997 **Physician Assistant: A Guide to Clinical Practice E-Book** Ruth Ballweg, Darwin L. Brown, Daniel T. Vetrosky, 2012-12-19 Prepare for every stage of your physician assistant career with Physician Assistant A Guide to Clinical Practice 5th Edition the one text that takes you from your PA coursework through clinical practice Concise easy to read and highly visual this all in one resource by Ruth Ballweg Edward M Sullivan Darwin Brown and Daniel Vetrosky delivers the current practical guidance you need to know to succeed in any setting Consult this title on your favorite e reader with intuitive search tools and adjustable font sizes Elsevier eBooks provide instant portable access to your entire library no matter what device you are using or where you are located Master all the core competencies you need to know for certification or recertification Navigate today's professional challenges with new chapters on NCCPA Specialty Recognition Communication Issues the Electronic Health Record Patient Safety and Quality of Care Population Based Practice and Physician Assistants and Supervision Meet ARC PA accreditation requirements with coverage of key topics such as Student Safety in Clinical Settings Health Care Delivery Systems Population Based Practice and Mass Casualties Disasters Keep up with the PA competencies that are endorsed by the AAPA PAEA NCCPA and ARC PA Master key concepts and clinical applications thanks to a succinct bulleted writing style convenient tables practical case studies and clinical application questions throughout Retain what you've learned and easily visualize every aspect of clinical practice with a new full color design and illustrations throughout Explore global options with

expanded coverage of physician assistants in international medicine **Kinn's The Medical Assistant - E-Book** Deborah B. Proctor, Alexandra Patricia Adams, 2014-03-27 The most comprehensive medical assisting resource available Kinn's The Medical Assistant 11th Edition provides unparalleled coverage of the practical real world administrative and clinical skills essential to your success in health care Kinn's 11th Edition combines current reliable content with innovative support tools to deliver an engaging learning experience and help you confidently prepare for today's competitive job market Study more effectively with detailed Learning Objectives Vocabulary terms and definitions and Connections icons that link important concepts in the text to corresponding exercises and activities throughout the companion Evolve Resources website and Study Guide Procedure Checklist Manual Apply what you learn to realistic administrative and clinical situations through an Applied Learning Approach that integrates case studies at the beginning and end of each chapter Master key skills and clinical procedures through step by step instructions and full color illustrations that clarify techniques Confidently meet national medical assisting standards with clearly identified objectives and competencies incorporated throughout the text Sharpen your analytical skills and test your understanding of key concepts with critical thinking exercises Understand the importance of patient privacy with the information highlighted in helpful HIPAA boxes Demonstrate your proficiency to potential employers with an interactive portfolio builder on the companion Evolve Resources website Familiarize yourself with the latest administrative office trends and issues including the Electronic Health Record Confidently prepare for certification exams with online practice exams and an online appendix that mirrors the exam outlines and provides fast efficient access to related content Enhance your value to employers with an essential understanding of emerging disciplines and growing specialty areas Find information quickly and easily with newly reorganized chapter content and charting examples Reinforce your understanding through medical terminology audio pronunciations Archie animations Medisoft practice management software exercises chapter quizzes review activities and more on a completely revised companion Evolve Resources website

Ballweg's Physician Assistant: A Guide to Clinical Practice - E-Book Tamara S Ritsema, Darwin L. Brown, Daniel T. Vetrosky, 2021-04-17 Designed as a highly visual and practical resource to be used across the spectrum of lifelong learning Ballweg's Physician Assistant 7th Edition helps you master all the core competencies needed for physician assistant certification recertification and clinical practice It remains the only textbook that covers all aspects of the physician assistant profession the PA curriculum and the PA's role in clinical practice Ideal for both students and practicing PAs it features a succinct bulleted writing style convenient tables practical case studies and clinical application questions that enable you to master key concepts and clinical applications Addresses all six physician assistant competencies as well as providing guidance for the newly graduated PA entering practice Includes five new chapters What Is a Physician Assistant and How Did We Get Here Effective Use of Technology for Patient Centered Care Success in the Clinical Year Transitioning to Practice and Working in Teams and Finding Your Niche Features an enhanced focus on content unique to the PA profession that is not

readily found in other resources more illustrations for today's visually oriented learners a more consistent format throughout and a new emphasis on the appropriate use of social media among healthcare professionals Provides updated content throughout to reflect the needs of the PA profession including new content on self care for the PA to help prevent burnout suicide and other hazards faced by healthcare professionals Guides students in preparation for each core clinical rotation and common electives as well as working with special patient populations such as patients experiencing homelessness and patients with disabilities Includes quick use resources such as objectives and key points sections for each chapter tip boxes with useful advice abundant tables and images and more than 130 updated case studies Evolve Educator site with an image bank is available to instructors through their Elsevier sales rep or via request at <https://evolve.elsevier.com>

Mental Health Practice for the Occupational Therapy Assistant Christine Manville, Jeremy Keough, 2024-06-01

Mental Health Practice for the Occupational Therapy Assistant is a comprehensive text that delineates the role of the occupational therapy assistant in the delivery of mental health services Christine Manville and Jeremy Keough provide information and learning activities that enable the student to build knowledge of mental health practice incorporating approaches used in the traditional medical model as well as the community The impact of mental illness on occupational performance across the lifespan is also examined *Mental Health Practice for the Occupational Therapy Assistant* guides the reader in how to analyze the service environment including cultural societal and political factors explore the client's participation in age appropriate meaningful occupations and under supervision of the occupational therapist provide treatment that includes 1:1 and group interventions *Mental Health Practice for the Occupational Therapy Assistant* structures each chapter to provide an enhanced approach to student learning by incorporating concepts from Bloom's Taxonomy Current and emerging trends in mental health practice are discussed as well as service provision in the traditional medical model The appendices include a discussion of additional factors that impact the provision and efficacy of therapy services including pharmacology and ethical and legal issues

Features Provides an overview of the DSM 5 and the World Health Organization's International Classification of Functioning Disability and Health These classification systems provide a common language for practitioners from a variety of disciplines to communicate about the impact of mental illness on occupational performance and participation Describes the use of general educational strategies to enhance the teaching learning process in the provision of occupational therapy services Terminology from the Occupational Therapy Practice Framework Third Edition is utilized to enhance the development of clinical reasoning and practice skills Provides information on how to communicate effectively with clients Mental health practice is viewed across the lifespan Instructor's materials include PowerPoint presentations student study sheets tests questions and application questions for each chapter Included with the text are online supplemental materials for faculty use in the classroom *Mental Health Practice for the Occupational Therapy Assistant* is an excellent side by side resource for the occupational therapy assistant occupational therapist or any practitioner working in a mental health setting

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