

# Medical Coding and Billing - Patient Access Associate Certificate

---

West Burlington Campus, and Online

The Patient Access Associate program prepares students for the front line of healthcare services for patients entering a hospital or clinic. Students will learn customer service skills, medical terminology, registration and scheduling skills, specifics of revenue cycle, and use of electronic health records, HIPAA training and other standards of care, and different types of insurance offerings. The Patient Access Associate will assist patients to effectively navigate health appointments with providers or services. Upon successful completion of the four courses contained in the program the student will earn the Patient Access Associate Certificate.

Pre-requisite; BIO-163 Essentials of Anatomy and Physiology

## **Instructor and Staff**

Megan Massner  
Instructor - Medical Assistant  
(319) 208-5203  
mmassner@scciowa.edu

Anne Abel  
Instructor - Medical Coding & Billing  
(319) 208-5293  
aabel@scciowa.edu

Debra Shaffer  
Instructor - Medical Assistant/Program Coordinator  
(319) 208-5213  
dshaffer@scciowa.edu

## West Burlington Campus and online

### Program Requirements

Fall Semester I	Credit
HSC-114 Medical Terminology	3
MAP-401 Medical Law and Ethics	1
MAP-431 Human Relations	1
CPC-170 Patient Access to Healthcare	2
Semester Total.....	7
Program Total.....	7