

Sutter County ROP Health Careers  
Medical Office Services (MA) FAQ  
Revised November 2006

Q: How long is the Medical Office Services Program?

A: 5 ½ - 9 months.

Q: What are the pre-requisites for the Medical Office Services Program?

A: The pre-requisites is an assessment test with the results of 11<sup>th</sup> grade or higher. The cost for materials runs about \$350. As you know, ROP classes are free except for materials, uniforms, etc.

Q: How many externship hours are required?

A: 160 hours. 80 hours for front office and 80 hours for back office.

Q: What needs to be completed before I can start my externship hours?

A: All modules, assessment test, TB test, and all of terminology must be completed. In addition, you must be CPR/First Aid Certified.

Q: Is the externship portion of the class paid or non-paid?

A: Non-paid, it is part of the training.

Q: Will I have to find my own externship site?

A: You can if you have a certain place in mind; if not, the instructors do.

Q: Do the six modules for Medical Office Services need to be taken in any particular order or does it matter?

A: No, it doesn't matter which module you start first.

Q: What are Medical Assistants responsible for? Do they draw blood?

A: They are responsible for scheduling, billing, answering phones, faxing, copying, vitals, injections, etc. No, they do not draw blood unless they have taken a phlebotomy course separate from the program.

Q: Do I have to type a certain number of words per minute in order to perform the duties of a Medical Assistant?

A: Yes, preferably 35 wpm.

Q: Is a state board test required to get a Medical Assisting certificate?

A: No, but a Medical Office Services graduate from the Sutter County One Stop is eligible to take the California Certification Medical Assistant test for the administrative and clinical portions.

Q: What medical facilities hire Medical Assistants?

A: Clinics or private doctor's offices.

Q: What is the difference between an MA and CNA?

A: MA's work in clinics or private doctor's offices and do assist with minor surgical procedures, scheduling, billing, vital signs, injections, answering phones, etc. CNA's work in hospitals or nursing homes. They take vital signs, bathe patients, make beds, etc.