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Welcome to ModMed® Certified Professional in Front Office

Certification Description

ModMed® Certification is meticulously designed to ensure that individuals gain a comprehensive understanding of ModMed® products and core functionalities. Participants will engage in interactive sessions, hands-on exercises, and real-world scenarios to enhance their proficiency in using the ModMed® software suite effectively and efficiently.

This syllabus incorporates a variety of courses, each carefully structured to provide participants with the in-depth knowledge and practical skills necessary to excel in utilizing ModMed's innovative solutions.

Throughout the certification program, ModMed® aims to foster a supportive community of certified individuals who can contribute to the growth and success of the organization. The syllabus serves as a roadmap, guiding participants on their journey to acquiring a deeper understanding of ModMed's products and core functionalities, ultimately empowering them to become proficient and confident users.

Course Schedule

This program is designed to be self-paced and is delivered asynchronously via the online learning platform. Participants are encouraged to meticulously go through the required coursework and also spend a minimum of one additional hour for each hour of course content in their sandbox.

Learning Length

The program provides a smooth progression through the syllabus by allowing each participant to complete course materials at their own pace in preparation for the final assessment. Participants have 90 days to complete coursework and the certification exam. If you do not complete the coursework within this timeframe, you will need to re-enroll and pay the program fee again.

Learning Materials

Participants will have access to a range of learning resources including:

- Video tutorials
- User workbooks
- Sandbox environment

Course Overview

Learning Outcomes

The learning outcomes outlined in this document serve as the foundation for this course. These objectives are carefully crafted to provide you with a clear understanding of what you will achieve by the end of this course. They are not merely goals but are essential milestones that will enhance your knowledge, skills, and critical thinking abilities. As you navigate the learning plan, keep these objectives in mind, allowing them to guide and shape your learning journey. By the end of this course, you will not only have gained a comprehensive understanding of the subject matter but will also have acquired valuable skills that are applicable in real-world scenarios. Embrace the learning objectives as roadmaps to success and let them inspire your curiosity and academic growth.

Grading Requirements

To maintain high standards of achievement, the syllabus adheres to a comprehensive grading policy that weighs the participants' performance in the final assessment. Both formative and summative assessments are incorporated to evaluate participants' understanding and progression throughout the certification program.

Receiving this certification will be dependent upon passing the certification assessment at the end of the coursework with a score of 70% or higher. This grading policy ensures fairness and transparency, providing participants with a clear understanding of the criteria used to evaluate their progress.

Learning Tools

Participant communication plays a vital role in the certification program, and the syllabus outlines the various channels for effective communication. Each participant should:

- Training will be hands-on and as a result, require a laptop being utilized. Ensure devices are set up with the following applications & browsers:

- **Laptop Browsers:**



Chrome

OR



Firefox

- The EMA[®] Sandbox is a training environment that is provisioned to all clients. It provides the ability to practice documentation and navigation using fictitious patients. The URL and credentials you will utilize will be provided by the Certification Program Manager.

Assessment Methods

The certification program may use a range of assessment methods to evaluate a candidate's comprehension, and application of the course materials. Periodic Knowledge Checks may be conducted throughout the course to help the candidates gauge their understanding of the concepts.

To help reinforce the practical application of the knowledge gained, students are highly encouraged to practice in their Sandbox for an equivalent amount of time to the eLearning content consumed.

Candidates are required to take a 2-hour final certification assessment to evaluate their collective knowledge from the entire certification course curriculum. To achieve full certification, candidates must score 70% or higher on this exam. Should additional attempts be necessary, candidates may retake the exam for an additional cost; however, after two failed attempts, clients will need to repurchase the exam and wait at least two weeks post their second failed exam before attempting again.

This approach guarantees that our certified professionals possess the knowledge and skills necessary for success.

Communication

Effective communication is vital for an enriched eLearning experience. Candidates in our certification program can contact the Program Manager via email at [certification@modmed.com]. We strive to ensure prompt and meaningful communication, setting the expectation for the Program Manager to respond to student queries and concerns within 24 to 48 hours during business hours.

Resources

Our certification program offers comprehensive resources to enhance the learning process. We recommend practicing in the Sandbox for at least one hour for every hour of course content. This will help to reinforce your understanding and effective application of course concepts. Also, additional printable or viewable PDFs provide supplementary content. Our commitment to accessibility ensures access to a wealth of resources beyond course material for achieving your certification goals.

Required Coursework

To get the most out of this course:

- Open your Sandbox and follow along with the videos.
- Practice in your Sandbox and record any questions you may have.
- Headphones/speakers are recommended to hear the audio portion of the coursework.
- Please note that the video speed can be adjusted, the video can be enlarged, paused, rewound, or fast-forwarded.

The following courses are recommended in order to successfully pass the final certification assessment.

Course Outline

Course Code	Title	Description	Run Time
[CERT-PM-130]	Front Office Training for Practice Management (Web)	Learn essential topics for effectively managing patient accounts and appointment scheduling in medical practice. From patient chart data to appointment creation and editing, students will learn advanced search techniques, task management, and intramail communication. With a focus on efficiency and accuracy, this course includes hands-on practice and short instructional videos to ensure mastery of front-office procedures.	06:00:00 <i>(includes time spent practicing in your Sandbox)</i>
[CERT-AE-110w]	Communication Methods (Web)	Learn to manage your workflows with Tasking, Chart Notes, and Intramail, and communicate externally with Faxing and Direct Mail in this course. We'll also show you how to use Office Flow for patient tracking and create Sticky Notes for internal use.	59:00
[CERT-AE-130]	Clinic Workflows	While front office staff may not document visit notes in EMA [®] , they can still benefit from the system's many functionalities. This course is designed for all staff members to learn basic ancillary tasks and navigation on the web version of EMA [®] .	20:26
[CERT-AE-170]	Quoting Tool	This course will teach you how to create quotes and Quote Favorites, link and generate bills from quotes, and collect payments on quotes.	10:36

[CERT-AE-133]	Inventory Management: Front Office Workflows	This course focuses on the checkout process and collecting various product charges within a medical practice setting. Participants will learn how to post and collect product charges, system product charges, recommended products, additional product charges, and purchase product charges without a visit. Additionally, learners will understand how to manage declined recommended products outside of the Practice Management system.	16:52
[CERT-AE-101]	Staff Training for ModMed® Kiosk, APPatient™, and Patient Portal	This course teaches you how to enhance patient engagement using ModMed® Kiosk, APPatient™, and the Patient Portal. You'll learn how to enable the Patient Portal, send PDF forms, manage patient updates on the Kiosk, and navigate the APPatient™ app. The training will also provide a demonstration of the Patient Portal and its functions and show you the Premium Patient Connect and ModMed® Pay features if applicable.	01:30:00
[CERT-KL-101.2]	Staff Training for Klara	Learn to navigate the Klara patient engagement platform, which uses secure text messaging and enhanced communication features, in this course.	57:16
[CERT-PM-131]	Front Office Training for ModMed® Pay	In this course, participants will be introduced to the fundamentals of ModMed® Pay within the Practice Management system. Key topics covered include taking payments, setting up cards on file for convenient transactions, utilizing AutoPay for automated payment processing, and managing refunds from the front office. Through hands-on practice and step-by-step guidance, learners will develop the necessary skills to effectively utilize these payment features within the medical practice setting.	02:00:00
[CERT-AE-141]	ModMed® Telehealth: Video Visits	This course covers the basics of conducting virtual visits on the Web and iPad, including scheduling, setting preferences, patient	15:44

		access, APPatient™ application download, and note documentation.	
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Course Policies

By enrolling in this course, each member acknowledges and agrees to abide by these course policies. Failure to comply may result in consequences, including but not limited to, loss of access to course materials, exclusion from activities, or withdrawal from the course. It is important for candidates to review and understand these policies, as they are designed to ensure a positive and productive learning experience for everyone involved.

Individual Responsibility

Each candidate is expected to take personal responsibility for their own learning journey. While we provide a course outline and associated learning resources, it is your responsibility to complete the coursework and to actively engage with the course materials.

Rescheduling Certification Assessment

If a certification exam needs to be rescheduled, the candidate must contact the program manager within seven days of missing the exam in order to be given a new schedule or date to take the exam. Please note that failure to adhere will result in an additional processing fee.

Communication

Regular and effective communication is crucial throughout the program. Candidates are encouraged to actively ask questions and seek clarification when needed. Always remember communication should be conducted professionally and respectfully and in keeping with all guidelines stipulated by the Program Manager.

Academic Integrity

Cheating, Plagiarism, or any form of certification misconduct is strictly prohibited and may result in expulsion from the course.

Confidentiality

Any confidential or proprietary information shared among the participants including course materials and discussions, should be treated with the utmost confidentiality. Candidates must not share or distribute these materials to anyone outside the cohort without proper authorization.

Attendance and Participation

Candidates are expected to complete all coursework and practice in their individual Sandbox.

Respectful and Inclusive Environment

Creating a respectful and inclusive learning environment is paramount. Candidates are expected to treat each other with respect, regardless of differences in opinions, backgrounds, or experiences. Discrimination, harassment, or any form of disrespectful behavior will not be tolerated and may lead to expulsion from the course without a refund.

Technology Requirements

Candidates are responsible for ensuring they have access to the necessary learning technologies, such as an iPad and desktop/laptop computer, as well as an internet connection to participate in the course.

Course Changes

The course syllabus, schedule, and content may be subject to change based on feedback and the needs of the group. Candidates will be informed of any changes in a timely manner.

Please feel free to reach out to our program manager or instructors if you have any questions or concerns regarding these policies. We are here to support your learning journey and help you succeed.