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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 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.

ModMed® aims to foster a supportive community of certified individuals who can contribute to the growth and success of the organization. This 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 delivered asynchronously via the online learning platform. Participants are encouraged to meticulously complete the required coursework and spend a minimum of one additional hour for each hour of course content.

Learning Length

The program provides a smooth progression through the syllabus by allowing each participant to complete course materials at their own pace over a six-month period in preparation for a 2-hour final assessment. 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 (Where applicable)

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. Keep these objectives in mind as you move through the learning plan, letting them guide and shape your progress. 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 program 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 with a 70% or higher score. 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:

- Connect with their peers or the certification team to seek clarification, share insights, and engage in collaborative learning. By providing an accessible channel for communication, we aim to foster a supportive and engaging learning environment for our candidates.
- The training includes hands-on components and, as a result, requires both an iPad and a laptop to be utilized. Ensure devices are set up with the following applications & browsers:



ModMed® Practice Sandbox



ModMed® Practice Add-On



Google Chrome



Firefox

- The EMA® Sandbox is a training environment that is provisioned to all clients. It allows you to practice documentation and navigation using fictitious patients. The certification team will provide the URL and credentials you will utilize.

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 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.

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 certification team via email at [certification@modmed.com]. We strive to ensure prompt and meaningful communication, setting the expectation that the certification team will respond to participants' 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 following courses are recommended in order to successfully pass the final certification assessment.

Course Outline

Course Code	Course Title	Description	Run Time
[PM-130w]	ModMed® Practice Management: Training in Front Office (Web)	Front office staff will master the foundational workflows of the ModMed Practice Management system to ensure seamless patient coordination and administrative efficiency. Participants gain hands-on proficiency in scheduling logistics, waitlist management, and the complete appointment flow from check-in through daily financial balancing. Completion of this training ensures a streamlined patient experience and high data integrity within the practice's digital ecosystem.	2:25:27
[PM-131w]	ModMed® Pay: Training in Front Office (Web)	Front office professionals will master the ModMed Pay platform to facilitate secure, efficient financial transactions and enhance the practice's revenue cycle. Learners will gain technical proficiency in processing real-time payments, managing secure card-on-file data, and executing complex adjustments like voids and refunds. By the end of this course, staff will be equipped to provide a modern, frictionless checkout experience while ensuring accurate financial record-keeping.	0:44:26
[KLE-104]	Klara®: Training for Staff - EMA®		1:13:39
[AE-110c]	Training in Task and Chart Note Management	Practice administrators and clinical staff will master the nuances of task and chart note management within EMA to ensure seamless communication and organized patient care. Participants will gain proficiency in creating action items, managing high-volume task queues, and applying workflow efficiencies to minimize administrative overhead. Completion of this	1:01:34

		training empowers users to maintain a highly structured practice environment where no patient follow-up or documentation requirement is overlooked.	
[AE-111]	Training in Fax Management	Master task creation and chart note management within EMA to streamline clinical communication and administrative workflows for healthcare staff. You will gain proficiency in optimizing task queues and leveraging platform efficiencies to ensure no patient care action items are missed. Completion of this training ensures a highly organized operational environment characterized by improved accuracy and significant time savings.	TBD
[AE-130]	Clinic Workflows	Optimize outbound correspondence by mastering manual and automated faxing workflows within the EMA platform. You will gain the technical proficiency needed to manage complex fax queues and leverage auto-faxing tools to reduce manual administrative burdens. This training ensures seamless external communication and a highly efficient, organized document transmission process.	0:22:37
[AE-170]	Quoting Tool	Master the EMA® Quoting Tool to eliminate manual paperwork and accelerate the financial workflow for patient consultations. You will gain hands-on expertise in generating quotes, linking billing cycles, and configuring administrative quote verbiage for consistent practice branding. Upon completion, you will be fully equipped to manage the end-to-end quoting process, from initial creation to final payment collection.	0:13:03
[AE-133]	Inventory Management: Front Office Workflows	Streamline front-office operations by mastering inventory charge posting, product reconciliation, and patient log management within the ModMed® Inventory Management add-on. You will gain the technical proficiency to accurately process inventory at checkout, handle charge voids, and document used products directly within the patient chart. This training ensures precise financial tracking and real-time	0:13:49

		inventory accuracy across your practice's daily clinical encounters.	
[AE-101c]	ModMed® Kiosk and Patient Portal Training (iPad/Web)	Maximize patient self-service and intake efficiency by mastering the activation, management, and reconciliation workflows for the ModMed Kiosk and Patient Portal. You will acquire the technical skills to handle appointment requests, digital form distribution, and integrated payment collection via ModMed Pay. Completing this course ensures a modernized patient experience that reduces administrative friction and accelerates clinical data reconciliation.	1:39:12
[AE-141]	ModMed® Telehealth: Video Visits	Expand your practice's reach and accessibility by mastering the end-to-end Telehealth workflow within EMA® and the APPatient™ mobile application. You will gain the technical expertise to configure provider preferences, conduct seamless video and audio consultations across multiple devices, and document virtual encounters using specialized Telehealth notes. This training ensures your ability to deliver high-quality, convenient care while maximizing the efficiency of remote patient follow-ups.	0:15:34
		TOTAL RUN TIME	TBD

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 certification team within seven days of missing it to be given a new schedule or date to take it. 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 that communication should be conducted professionally and respectfully, and in accordance with all guidelines stipulated by the certification team.

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, a desktop/laptop computer, and 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 contact our certification team if you have any questions or concerns about these policies. We are here to support your learning journey and help you succeed.