



Medical Office Administrative Assisting Course - 2026 Catalog
TN Professional Training Institute

www.TNPTI.com



1630 S. Church St., Suite 302
Murfreesboro, TN 37130

615-631-8440

www.TNPTI.com

admissions@tnpti.com

The TN Professional Training Institute is authorized by the Tennessee Higher Education Commission. This authorization is based on an evaluation by minimum standards concerning the provision of education, ethical business practices, and fiscal responsibility.

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About the Faculty

Nancy Schott - Owner and Director

Nancy received her Bachelor of Arts from Samford University in Birmingham, Alabama after growing up on the beaches of Florida. She spent nearly 30 years around the dental industry as well as many non-profit organizations and now thoroughly enjoys helping students begin their new careers at TNPTI. Nancy likes to travel and spend time with her family which includes her husband and four children who keep her on her toes.

All TN Professional Training Institute instructors hold a minimum of a high school diploma or GED and a certificate of completion from a postsecondary institution judged to be appropriate by the Commission in a relevant subject area and a minimum of three years of practical experience within the last 7 years of the subject being taught. Additional years of documented experience in the subject area may be substituted for the postsecondary educational requirements.

2026 Medical Office Administrative Assistant Class Schedule

4-Week Full Time Class Monday - Friday 8:00am-5:00pm	
April	4/6/26 – 5/1/26 4/13/26 – 5/8/26 4/20/26 – 5/15/26 4/27/26 – 5/22/26
May	5/4/26 – 5/29/26 5/11/26 – 6/5/26 5/18/26 – 6/12/26 5/26/26 – 6/18/26
June	6/1/26 – 6/26/26 6/8/26 – 7/3/26 6/15/26 – 7/10/26 6/22/26 – 7/17/26 6/29/26 – 7/24/26
July	7/6/26 – 7/31/26 7/13/26 – 8/7/26 7/20/26 – 8/14/26 7/27/26 – 8/21/26
August	8/3/26 – 8/28/26 8/10/26 – 9/4/26 8/17/26 – 9/11/26 8/24/26 – 9/18/26 8/31/26 – 9/25/26
September	9/8/26 – 10/2/26 9/14/26 – 10/9/26 9/21/26 – 10/16/26 9/28/26 – 10/23/26
October	10/5/26 – 10/30/26 10/12/26 – 11/6/26 10/19/26 – 11/13/26 10/26/26 – 11/20/26
Holiday-Adjusted Sessions	11/2/26 – 12/4/26 (No class 11/23–11/28) 11/9/26 – 12/11/26 (No class 11/23–11/28)

	<p>11/16/26 – 12/18/26 (No class 11/23–11/28)</p> <p>11/30/26 – 12/30/26 (No class 12/23, 12/24, 12/25)</p> <p>12/7/26 – 1/8/27 (No class 12/23, 12/24, 12/25)</p> <p>12/14/26 – 1/15/27 (No class 12/23, 12/24, 12/25)</p>
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14-Week Part Time Evening Class Tues/Wed/Thurs 5:30pm – 9:30pm	
April	<p>4/7/26 – 7/7/26</p> <p>4/28/26 – 7/28/26</p>
May	5/26/26 – 8/25/26
June	6/16/26 – 9/15/26
July	<p>7/7/26 – 10/6/26</p> <p>7/28/26 – 10/27/26</p>
August	8/25/26 – 11/24/26
Holiday-Adjusted Sessions	<p>9/15/26 – 12/15/26 (No class 11/24, 11/25, 11/26)</p> <p>10/6/26 – 1/26/27 (No class 11/24–11/26 & 12/22–12/31)</p> <p>10/27/26 – 2/19/27 (No class 12/22–12/31)</p> <p>12/1/26 – 3/16/27 (No class 12/22–12/31)</p>

20-Week Part Time Saturday Class 8am-5pm	
April	4/25/26 – 9/26/26 (No class 5/23, 7/4)
June	6/6/26 – 10/31/26 (No class 7/4, 9/5)
July	7/18/26 – 12/12/26 (No class 9/5, 11/28)
August	8/22/26 – 2/6/27 (No class 9/5, 11/28, 12/19, 12/26, 1/2/27)
October	10/3/26 – 3/13/27 (No class 11/28, 12/19, 12/26, 1/2/27)
November	11/7/26 – 4/17/27 (No class 11/28, 12/19, 12/26, 1/2/27)

Medical Office Administrative Assistant Program Purpose

TN Professional Training Institute's Medical Office Administrative Assistant course is a program that prepares individuals, under the supervision of office managers and other professionals, to perform administrative duties in a medical, clinical, or health care facility/system office environment. Instruction includes training in general office skills, data processing, medical billing and coding, office equipment operation, principles of medical record-keeping and business regulations. HIPAA, medical/clinical office procedures and communication skills. The education is designed to provide individuals with the necessary training to work in a medical, clinical or healthcare office setting. The completer can expect to be competent to work as a medical/healthcare office administrative assistant upon successful completion of the course.

Upon completion, graduates are equipped to pursue employment as a Medical Office Administrative Assistant in a variety of healthcare settings. **Overall, the program seeks to develop in students the general approaches and knowledge necessary for Medical Office Administrative Assistants to work effectively in the field.**

Medical Office Administrative Assistant Program Objectives

- Medical terminology
- Compliance and regulations in healthcare
- HIPAA
- Healthcare systems and teams
- Electronic Health Records (EHR)
- Logistics - medical office equipment and supplies
- Office organization and supply management
- Professional etiquette, conduct and ethics
- Communication skills - telephone, email, written, electronic
- Scheduling systems
- Patient intake/history/documentation
- Medical records
- Data entry
- Insurance verification and claims
- Billing and Coding
- Various administrative tasks in the offices of physicians and other healthcare facilities

TNPTI Attendance Requirements

The TN Professional Training Institute's Medical Office Administrative Assistant training program is an intensive, accelerated, 160-hour program. Students who miss class can be dismissed and may be moved to the next session at the discretion of the instructor.

*Arriving late or leaving early may result in an absence.

TNPTI offers its students the opportunity to make up class hours in the next scheduled term when discussed and arranged in advance with the administration. It is the student's responsibility to keep up with their hours using the attendance system and/or to inquire or request make-up hours by emailing: helpdesk@tnpti.com

TNPTI Facilities and Equipment

The TN Professional Training Institute's 160-hour Medical Office Administrative Assistant Program is an intensive, hands-on learning experience. You will spend 160 hours training in our training facility, including classroom instruction and labs.

General Facility

- Classrooms
- Tables and chairs
- Computers
- Printers
- Whiteboards
- Various classroom and office supplies for training

TNPTI Admissions

Students wishing to enroll in the TN Professional Training Institute's 160-hour Medical Office Administrative Assistant program must be:

- 18 years of age or older
- Have a clear criminal record
- Willing and able to work with patients while giving the best patient care possible.
- At least a high school or GED graduate. Official transcripts/GED test scores are required to be sent from your school DIRECTLY to TNPTI at transcripts@tnpti.com. (FORWARDED TRANSCRIPTS ARE CONSIDERED INVALID AND CANNOT BE USED.)

If this sounds like you, visit www.TNPTI.com or set up an admissions appointment at TN Professional Training Institute to start your application today. Tuition arrangements must be made prior to the start of class. Due to the advanced, hands-on nature of this course, late enrollment will not be allowed. But don't worry, classes start often! There is a class for you.

TNPTI Code of Conduct

TN Professional Training Institute is a peaceful, productive place where students come to study about becoming a Medical Office Administrative Assistant. Our goal is to provide a pleasant, safe, and professional environment, and we ask that you do the same.

Please be respectful of the property and of each other. Arrive 10 minutes early for class, so you can settle in and prepare for class to start on time. Late attendance and/or early departure times must be made up.

- Students must abide by the TNPTI Code of Conduct and Code of Honor.
- We expect everyone to treat others with respect and dignity.
- TNPTI does not allow threats, abuse, or violence in our school.
- When in a clinical environment, students will refrain from chewing gum, eating, and drinking.
- To prepare for the professional medical field, TNPTI students are asked to cover any visible tattoos/body art. Additionally, jewelry is limited to only one piercing (per lobe) per ear and one wedding band/ring if applicable.
- Students must wear closed-toed, closed-heel footwear and all black scrubs per dress code.

TNPTI Code of Honor

Code Defined: It is presumed that any student who enrolls at TN Professional Training Institute is willing to conform to a pattern of mutual trust and honor and shall deal honorably with all members of the TNPTI community. It must be understood that it is the responsibility of each student, faculty, and staff member to preserve, nurture and strengthen this spirit of honor. TNPTI students shall at all times refrain from and discourage all attempts at falsifying information (lying); making untrue statements and disparaging remarks; cheating, stealing; plagiarism and vandalism. When a violation of the Honor Code or Code of Conduct is detected, the student(s) involved will be brought to the attention of the instructor and the Institutional Director or the Executive Director, who will come to a mutual agreement upon the disciplinary action appropriate for the action against the TNPTI Honor Code or Code of Conduct.

Violations Defined: "Lying" is defined as any attempt to deceive, falsify, or misrepresent the truth in any matter involving program business. Program business includes, but is not limited to, financial aid information, excuses for absences and statements to instructors and TNPRI Administration in order to reschedule tests or assignments and responses to the queries of TNPTI staff.

"Cheating" is defined as the employment of or rendering of any illicit aid in any assigned work.

"Stealing" is defined as the appropriation of money or property belonging to another person, organization, or the school. This also includes the borrowing of property without the knowledge of the owner.

"Plagiarism" is defined as presenting as one's own work the words or ideas of an author or fellow student. Students should document quotes through quotation marks and footnotes or other accepted citation methods. Ignorance of these rules concerning plagiarism is not an excuse. When in doubt, students should seek clarification from the instructor who assigned the task.

"Vandalism" is defined as intentional, malicious damage to university property or property belonging to others.

Penalties: The directors may, for any first offense violation of the TNPTI Code of Honor, impose immediate dismissal of the student for the remainder of program (depending on the severity of the violation). Dismissed students will not receive a refund for tuition monies paid. Readmission for a student will be granted at the discretion of the Institutional Director.

TNPTI Dress Code

To create a learning environment that is safe, respectful, and comfortable for everyone, students are expected to arrive in dress code that is clean, groomed, and free from strong or unpleasant odors. Because our training involves working closely with classmates and preparing for the medical office work environment, maintaining good personal hygiene is important.

- Students must wear clean black scrubs or business casual clothing during classroom hours.
- Students must wear closed toed and closed heel shoes during classroom hours.
- Students must wear their hair up if their hair length is longer than shoulder length.
- Nails should be kept short and clean
- Tattoos should be covered
- Facial piercings should be removed

Professional Appearance & Hygiene Expectation

This includes:

- Bathing regularly
- Wearing clean clothing
- Using deodorant
- Brushing teeth
- Avoiding strong fragrances or scents
- Ensuring overall personal presentation is neat and professional

These standards are to help prepare students for success in real-world professional settings.

Medical Office Administrative Assistant Course Requirements

1. Students must be at least 18 years of age.
2. Students must be at least a high school, GED/HISET graduate and have official transcripts sent (indicating date of graduation from high school or GED pass date and scores) from their school directly to TNPTI at transcripts@tnpti.com before receiving a certificate of completion.
3. Students must provide their own notebook/binder with notebook paper for notetaking and handouts.
4. Students are required to maintain an 80% average to graduate. If the student does not maintain an 80% average throughout the course, they may be asked to repeat some or all portions of the course.
5. Students are required to have the course textbook for class and can be purchased anywhere books are sold including www.evolve.eselvier.com , as well as Amazon. The textbook is: Medical Office Administration: A Worktext by Brenda Potter, 6th Edition (paperback version is preferred) ISBN: 9780443279362
6. Students are required to wear casual business attire or black scrubs and closed toed shoes for each session over the course of the program.
7. Students must have a clear criminal record. Please see the director if you have any questions regarding this status.
8. Students must successfully complete 160 hours of classroom instruction, examinations and clinicals and pay their tuition in full to receive their certification.

Due to the nature of TNPTI's accelerated program, we cannot offer credit for previous education, training, or prior experience. TNPTI is a special purpose institution. That purpose is to give students the skill and experience they need in conjunction with the state laws of Tennessee, to become knowledgeable in their field of study.

Medical Office Administrative Assistant Grading Policy

Grading System

101+	A+
90-100	A
80-89	B
70-79	C
60-69	D
0-59	F

W = Withdraw, A student may withdraw at any point during the program and will receive a “W” withdrawal grade on their report card.

I = Incomplete, A student may receive an “I” incomplete grade on their report card if they have not completed the course requirements by the end of their course term.

Students will receive a number grade on each of their examinations. Students must maintain an average of 80% or higher in order to pass TNPTI’s program to earn their certification.

Medical Office Administrative Assistant Job Placement

TN Professional Training Institute’s objective is to teach students the skills needed to become a Medical Office Administrative Assistant. Our team will assist students in resume writing, professional etiquette, and interview preparation skills and knowledge. Our goal is to prepare every student to enter the workforce upon successful completion of their course. Though we do not guarantee our students' placement in a job, we make every effort to equip students with the tools needed to obtain employment. In addition, we provide students with many up-to-date available job openings through our private Facebook group, which is only accessible to TNPTI graduates.

Graduate Support Services are available to all students. For support, please send your request to helpdesk@tnpti.com and write “Graduate Support Request” in the subject line.

Medical Office Administrative Assistant Program Cost & Payment Policy

Effective January 1, 2026, TNPTI tuition payment options are as follows:

Tuition \$4,500

There are many tuition payment options available. Our admissions counselors are happy to help you with the selection process. Please contact us at admissions@tnpti.com or (615) 631-8440 to make an admissions appointment.

- Cash - 10% off Pay In Full Cash Discount - \$4,140 (savings of \$460)
- Debit Card
- Credit Card
- Check
- Money Orders/Cashier's Check
- Student Loan
- Bank Loan
- Tuition Assistance Grants
- WIOA Approved
- SNAP Recipient Grants

For other options or questions, please contact the admissions department. We would love to help you with any questions about tuition.

Students may turn in their enrollment application at any time before class begins as TNPTI has continuous enrollment.

Financial arrangements must be made prior to the start of class and it is the only way to guarantee a spot in that term. Our admissions team can help walk you through the process and make the choice that works best for you.

TNPTI Refund & Cancellation Policy

Any student enrolling in a course at TN Professional Training Institute **is eligible for a full refund** if the student withdraws from TN Professional Training Institute on or before the first day of classes or fails to begin class on the start date as written in the enrollment agreement. The refund shall equal the sum of all amounts paid or to be paid by or on behalf of the student for the period of enrollment, less an administrative fee of one hundred dollars (\$100.00). If the student has institutional loans, this will include forgiveness of the amounts owed by the student, less an administrative fee of one hundred dollars (\$100.00).

If, after classes have commenced, a student who has enrolled in any TN Professional Training Institute course withdraws, drops out, is expelled, or otherwise fails to attend classes after the first day and until 20% of the course is in session, the refund shall be a pro rata portion of amounts paid, less an administrative fee of one hundred dollars (\$100.00). If applicable, the refund shall include forgiveness of institutional loans. For example, if a student's last day of attendance equals ten percent (10%) of the enrollment period of enrollment, for which the student was charged, TN Professional Training Institute is only entitled to retain ten percent (10%) of the amount paid as well as an administrative fee of one hundred dollars (\$100.00). However, in no instance will TN Professional Training Institute be responsible for any refund in excess of the amount paid by or on behalf of the student.

If, after classes have commenced, a student who has enrolled in any course at TN Professional Training Institute withdraws, drops out, is expelled, or otherwise fails to attend classes after 20% of the course, the student is responsible for one hundred percent (100%) of the tuition, fees and other charges assessed by the TN Professional Training Institute **and will not be issued a refund.**

A student who at any time withdraws, is withdrawn by the institution, or otherwise fails to attend class is entitled to a full refund of any fee for tangible goods or services not delivered to or fully provided to the student.

The refund request must be made in writing via email to info@tnpti.com within 10 days of the first day of missed class.

TNPTI Grievance Policy

While we do our best to provide a friendly, conducive environment for learning at the Tennessee Professional Training Institute, we do understand that conflict may arise.

Because we go out of our way to create a positive learning environment, if there is a misunderstanding between students or instructor, parties involved are encouraged to communicate directly in an attempt to work out any misunderstanding.

If the issue has not been resolved after communication attempts have been made, students may get in contact with the Institutional Director, Nancy Schott, at 1630 S. Church St., Suite 302 Murfreesboro, TN 37130 and can be reached by phone or email at 615-631-8440 or at info@tnpti.com. The director may ask students to submit their grievance in writing. The institutional director will act on the grievance and inform all involved parties in writing within 7 business days of receiving the complaint. All grievances must be submitted no later than seven (7) days from the final day of the course completion or last day of class attendance (whichever comes first).

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary Authorization after exhausting the grievance process at the institution.

If a student feels that the issue has not been addressed satisfactorily, after having communicated with the Institutional Director at TNPTI then they are asked to write a letter to the Tennessee Higher Education Commission at the following address for issue resolution:

Postsecondary School Authorization Staff

Tennessee Higher Education Commission
Parkway Towers, Suite 1900
404 James Robertson Parkway
Nashville, Tennessee 37243

The telephone number of this department is 615-741-5293.

Thank you for your interest in TN Professional Training Institute. We are honored to be a part of your educational and career journey. Our goal is to help you reach yours, so please let us know how we can make that happen.