

OFFICE TECHNOLOGY

Front Office Medical Certificate

PROGRAM DESCRIPTION

This program is designed primarily for the person with little or no previous experience. The focus is on developing the necessary skills to function as entry-level front office medical assistants or medical office support personnel. Specific duties will often vary from office to office due to office size, location, and specialty, but duties may include answering telephone calls, scheduling appointments, greeting incoming patients, preparing new and established patient records, and possibly posting charges, copays, and patient payments.

PROGRAM OUTCOMES

Students who successfully complete the Front Office Medical certificate will:

1. Demonstrate professional skills that will assure workplace success
2. Communicate effectively using oral and written skills
3. Exhibit critical thinking and decision-making skills
4. Utilize appropriate technology relevant to the profession

CAREER CONSIDERATIONS

When finished with the Front Office Medical Assistant certificate, students will also have completed the entire first year of the AAS degree program Medical Office Administration allowing easy transition for those students wanting to further their education.

When finished with the Medical Billing and Collections Clerk Certificate, students will have completed a significant portion of the AAS degree in Medical Office Administration. Students wishing to continue their education should have an easy transition to the AAS and beyond.

PROGRAM COURSE REQUIREMENTS

Year One

BA 165	Customer Service	3
CIS 120	Intro to Computer Information Systems	4
CWE 161	CWE Seminar I	1
MED 111	Medical Terminology I*	3
MED 112	Medical Terminology II*	3
MED 140	Electronic Health Records	3
MED 220	Medical Office Procedures I*	3
MED 221	Medical Office Procedures II*	3
MED 230	Health Insurance Concepts	3
OA 115	Administrative Office Professional	3
OA 116	Records Management	2
OA 124A	Keyboarding Skill Enhancement	3

OA 131	Ten-Key Calculator	1
SDP 109	Elements of Supervision*	3
WR 115	English Composition: Intro to Expository Writing* (or higher)	4
Choose One:		
BA180 ¹	Business Mathematics I	3
MED 060	Math for the Medical Assistant	3
MTH 060 ¹	Introduction to Algebra	4
Choose One:		
PSY 101	Psychology of Human Relations	3
SP 105	Listening	3
SP 218	Interpersonal Communication	3
SP 219	Small Group Discussion	3

Total Credits 48

*A grade of C or better must be attained in the courses indicated.

**Please see an academic advisor or program website for the full list of approved electives.

Scheduling requirements may prevent all courses from being offered every term. Consultation with an advisor is critical to a student's selection of courses.

¹ MED060 is the best choice for students instead of MTH060 or BA180. MED060 helps the student to be best prepared for the career field

PROGRAM ENTRANCE REQUIREMENTS

Academic Entrance Requirement

Recommended:

- Students not knowing how to keyboard should take OA110 their first term.
- Although there is no application process for this program, please be advised that most area medical offices and clinics do thorough background history checks and drug screens prior to employment, including cooperative work experience placement. Felony records can cause difficulty in getting hired in a medical field.