

## MEDICAL OFFICE SPECIALIST CERTIFICATE PROGRAM

Blended Delivery - Offered at MCA Campus

**Objective:** The Medical Office Specialist Certificate Program prepares students to become entry-level employees in a variety of medical facilities. This is achieved via blended classroom delivery to provide professional development throughout their program, and hands on training in a medical office. Graduates possess Administrative Skills, Insurance knowledge and an overview of Coding, and Billing, which enable them to perform front office procedures in a physician's private practice, group medical practice, or long-term medical care facilities. Additionally, the students will complete coursework in analytical and critical thinking skills that will assist them in supporting their administrative skills.

**Program Requirements:** Applicants to the Medical Office Specialist Certificate Program are required to have a High School Diploma or GED. Students will take the Scholastic Level Exam and be required to pass with a minimum score of 10. The participant should also be able to read and write English, have good organization, and be professional at all times.

**Program Length:** The length of the program is 900 clock hours and 36 weeks.

		Lecture Hours	Lab Hours	Extern Hours	Total Hours	Semester Credits
<b>Module I</b>						
MSS130	Master Student/Study Skills	8	0	0	8	0.5
HIP130	HIPAA/OSHA/Infection Control	10	0	0	10	0.5
OAPT130	Overview of Anatomy, Physiology and Medical Terminology	48	0	0	48	3.0
<b>Total Module I</b>		<b>66</b>	<b>0</b>	<b>0</b>	<b>66</b>	<b>4.0</b>
<b>Module II</b>						
MA305	Medical Law and Ethics	24	0	0	24	1.5
MCB300	Principles of Insurance A	24	0	0	24	1.5
MCB301	Basics of Coding A: CPT/HCPCS	24	24	0	48	2.0
<b>Total Module II</b>		<b>72</b>	<b>24</b>	<b>0</b>	<b>96</b>	<b>5.0</b>
<b>Module III</b>						
MCB302	Basics of Coding B: ICD	12	12	0	24	1.0
MCB303	Principles of Insurance B	24	0	0	24	1.5
MOSC104	CPR, First Aid and Vital Signs	24	24	0	48	2.0
<b>Total Module III</b>		<b>60</b>	<b>36</b>	<b>0</b>	<b>96</b>	<b>4.5</b>
<b>Module IV</b>						
MSS140	Interpersonal Skills	48	0	0	48	3.0
MOSC102	Introduction to Medical Office Management Operations	24	24	0	48	2.0
<b>Total Module IV</b>		<b>72</b>	<b>24</b>	<b>0</b>	<b>96</b>	<b>5.0</b>
<b>Module V</b>						
MA313	Medical Psychology/Human Behavior	48	0	0	48	3.0
MAAS213G	Medical Office Procedures/Management	48	0	0	48	3.0
<b>Total Module V</b>		<b>96</b>	<b>0</b>	<b>0</b>	<b>96</b>	<b>6.0</b>
<b>Module VI</b>						
MOSC103	Keyboarding/10 Key and Business Communications	24	24	0	48	2.0
MOSC105	Administrative Office Procedures	48	0	0	48	3.0
<b>Total Module VI</b>		<b>72</b>	<b>24</b>	<b>0</b>	<b>96</b>	<b>5.0</b>
<b>Module VII</b>						
MA309	Electronic Health Records	28	36	0	64	2.5
MCB314	Computer Applications	12	20	0	32	1.0
<b>Total Module VII</b>		<b>40</b>	<b>56</b>	<b>0</b>	<b>96</b>	<b>3.5</b>
<b>Module VIII</b>						
CSP201	Customer Service/Professionalism and Career Preparation	30	18	0	48	2.5
MOSC250	MOS Certification Review	15	15	0	30	1.5
MOSC260	MOS Externship	0	0	180	180	4.0
<b>Total Module VIII</b>		<b>45</b>	<b>33</b>	<b>180</b>	<b>258</b>	<b>8.0</b>
<b>Overall Total</b>		<b>523</b>	<b>197</b>	<b>180</b>	<b>900</b>	<b>41.0</b>

### COURSE DESCRIPTIONS

Course descriptions include the course number, title, and synopsis, a listing of lecture, laboratory, externship hours, total clock hours and academic credits. For example, the listing “15/30/0/45/2.0” indicates that the course consists of 15 hours of lecture, 30 hours of laboratory, 0 externship hours, 45 total clock hours and 2.0 academic credits.

<b>MSS130</b>	<b>MASTER STUDENT/STUDY SKILLS</b>	<b>8/0/0/8/0.5</b>
Students will become familiar with basic study and learning skills to include learning styles, goal setting, memorization techniques, reading comprehension, note taking, test taking, critical thinking, effective communication diversity, and technology. <b>Prerequisite: None</b>		
<b>HIP130</b>	<b>HIPAA/OSHA/INFECTION CONTROL</b>	<b>10/0/0/10/0.5</b>
Students will learn about the Health Information Portability and Privacy Act (HIPAA). This course will identify rights for individuals and the processes that health care providers must implement to support individual rights. Students must demonstrate knowledge of the rules for the use and disclosure of information. Students will learn about transmission of disease, hand washing techniques and gloving. This course will ensure that students are aware of biohazards and airborne pathogens, including infection control procedures and laboratory safety. Students must demonstrate infection control procedures and laboratory safety. <b>Prerequisite: None.</b>		
<b>OAPT130</b>	<b>OVERVIEW OF ANATOMY, PHYSIOLOGY AND MEDICAL TERMINOLOGY</b>	<b>48/0/0/48/3.0</b>
Students will learn and Identify basic structures, functions and dysfunctions of the body, as well as medical terminology, abbreviations and symbols that are necessary tools for building a medical vocabulary. This course covers general treatment of the sensory, skeletal and muscular, nervous, endocrine, digestive, respiratory, Circulatory, Urinary and reproductive and integumentary systems. <b>Prerequisites: None</b>		
<b>MA305</b>	<b>MEDICAL LAW AND ETHICS</b>	<b>24/0/0/24/1.5</b>
The students will learn the legal relationships of physicians and patients, contractual agreements, professional liability, malpractice, medical practice acts, informed consent, and bioethical issues. Emphasis is placed on legal terms, professional attitudes, and the principles and basic concepts of ethics and laws involved in providing medical services. <b>Prerequisite: Mod I</b>		
<b>MCB300</b>	<b>PRINCIPLES OF INSURANCE A</b>	<b>24/0/0/24/1.5</b>
Students will learn the life cycle of health insurance claim to include terminology, policies and procedures and revenue cycle management. Students will also learn Medicare and Medicaid basics including terminology, eligibility, and claims and billing processes. HIPAA Compliance and Regulatory Laws will also be reviewed. <b>Research Project 1 – Career Services Project. Prerequisite: Mod I.</b>		
<b>MCB301</b>	<b>BASICS OF CODING A: CPT/HCPCS</b>	<b>24/24/0/48/2.0</b>
Students will learn the basics of converting descriptions of procedures into numerical codes (CPT/HCPCS) to provide uniform language to identify medical, surgical and diagnostic services. <b>Prerequisite: Mod I</b>		
<b>MCB302</b>	<b>BASICS OF CODING B: ICD</b>	<b>12/12/0/24/1.0</b>
The students will learn procedural coding guidelines for use with the ICD-10 classifications (3, 4, or 5-7 codes) to provide etiology, site, or manifestation of disease. They will also learn the process of converting procedure descriptions into numerical codes related to the Evaluation and Management section of the CPT, and review facility coding (ICD-10 PCS). <b>Prerequisite: Mod I</b>		
<b>MCB303</b>	<b>PRINCIPLES OF INSURANCE B</b>	<b>24/0/0/24/1.5</b>
Students will learn health insurance terminology and policies, Revenue Cycle Management, along with eligibility policies and procedures. Students will also learn concepts of Blue Plans, Private Health Insurance, Managed Care Plans, TRICARE, CHAMPVA, Workers’ Compensation, disability income insurance and disability benefit programs <b>Research Project 2 – Career Services Project. Prerequisite: Mod I</b>		
<b>MOSC104</b>	<b>CPR, FIRST AID AND VITAL SIGNS</b>	<b>24/24/0/48/2.0</b>
Students will learn how to administer first aid in nonlife-threatening emergencies; students will also learn procedures for activating the emergency medical system and providing CPR. Students will also learn the measurements of basic vital signs. <b>Prerequisite: Module I</b>		
<b>MSS140</b>	<b>INTEPERSONAL SKILLS</b>	<b>48/0/0/48/3.0</b>
Emphasis on the application of basic psychological principles and the study of behavior as they apply to special populations. Topics include procedures for self-understanding and social adaptability in professional, transpersonal communication with patients and co-workers. <b>Prerequisites: Mod I</b>		

<b>MOSC102</b>	<b>INTRODUCTION TO MEDICAL OFFICE MANAGEMENT OPERATIONS</b>	<b>24/24/0/48/2.0</b>
<p>This <i>course</i> provides students with an introductory <i>overview</i> of concepts and issues related to medical office management. It then will explore the <i>basics of</i> medical office bookkeeping, inventory management and operational functions, presenting concepts that are critical to making sound decisions to better the effectiveness of the organization. <b>Research Project 3 – Career Services Project. Prerequisite: Mod I</b></p>		
<b>MA313</b>	<b>MEDICAL PSYCHOLOGY/HUMAN BEHAVIOR</b>	<b>48/0/0/48/3.0</b>
<p>Students learn how to deal with difficult patients, abnormal behavior and terminal illness and specific needs of patients and emotional family crisis as well as interaction with employers/co-workers. <b>Prerequisite Mod I</b></p>		
<b>MAAS213G</b>	<b>MEDICAL OFFICE PROCEDURES/MANAGEMENT</b>	<b>48/0/0/48/3.0</b>
<p>Students will learn manual and computerized records management, how to take patient histories, filing, appointments and scheduling, basic bookkeeping, billing/collections, banking/payroll, telephone techniques, safety of the medical office and professional conduct. <b>Research Project 4 – Career Services Project. Prerequisite: Mod I</b></p>		
<b>MOSC103</b>	<b>KEYBOARDING/10 KEY AND BUSINESS COMMUNICATIONS</b>	<b>24/24/0/48/2.0</b>
<p>Course includes those concepts and information required to develop business communications, including spelling, proofreading, sentence structure and the parts of speech. Also covered in this course is developing effective oral and written communications that are used in business. Keyboarding and 10-key concepts will be introduced for office setting. <b>Prerequisite: Mod I</b></p>		
<b>MOSC105</b>	<b>ADMINISTRATIVE OFFICE PROCEDURES</b>	<b>48/0/0/48/3.0</b>
<p>Students will learn concepts for manual and computerized records management, filing, appointments and message taking, billing and collections, banking/payroll, telephone techniques and medical office and professional conduct. <b>Research Project 5 – Career Services Project Prerequisite: Mod I</b></p>		
<b>MA309</b>	<b>ELECTRONIC HEALTH RECORDS</b>	<b>28/36/0/54/2.5</b>
<p>This course reviews the history of and current state of the electronic health record, trends, healthcare information applications such as clinical information systems, administrative information systems, and management support systems. Students will explore the transition from a paper-based health record to an electronic health record and the associated issues, such as electronic billing. <b>Prerequisite Mod I</b></p>		
<b>MCB314</b>	<b>COMPUTER APPLICATIONS</b>	<b>12/20/0/32/1.0</b>
<p>Student will learn basic word processing, data-entry skills, concepts related to hardware and software applications. Students will learn Microsoft Office Suite Applications. <b>Prerequisite: Mod I</b></p>		
<b>CSP201</b>	<b>CUSTOMER SERVICE/PROFESSIONALISM AND CAREER PREPARATION</b>	<b>30/18/0/48/2.5</b>
<p>This course will teach the student about professionalism, including work-place behaviors that result in positive business relationships. Students will learn goal-setting, stress-management, time-management, professional dress, etiquette, diversity in the work place relationships, excellent customer service, communication at work, conflict management, job search skills, building resumes, and interview techniques. <b>Prerequisite: MOD I through VII</b></p>		
<b>MOSC250</b>	<b>MOS CERTIFICATION REVIEW</b>	<b>15/15/0/30/1.5</b>
<p>Certification Prep allows the student to review for a state or national registry. This is done by using review material and the use of practice exam that covers all areas of the exam. Student will complete exam application and take certification exam. <b>Prerequisites: MOD I through VII</b></p>		
<b>MOSC260</b>	<b>MOS Externship</b>	<b>0/0/180/180/4.0</b>
<p>Students will be able to apply in a practical setting the professional skills learned in the classroom, as a Medical Office Specialist. <b>Prerequisites: MOD I through VII.</b></p>		