

Medical Administrative Specialist

10-106-4 Associate Degree

Financial Aid Eligible

Program Overview

This associate degree program will prepare the student for a career in a hospital, clinic, HMO, private practice, insurance and billing company, nursing home, educational institution, or a pharmaceutical company. In addition to occupational-related classroom activities, the student will have the opportunity to gain on-the-job experience through a required externship.

Campus:

**New Richmond
Rice Lake**



Admission Requirements

Students in this program must:

- Complete application form and submit with fee (fee waiver may apply if previously submitted)
- Complete Accuplacer entrance assessment to determine placement (waiver may apply with acceptable alternative test scores and/or postsecondary degree completion)
- Complete admissions interview with a WITC counselor (above requirements should be completed prior to interview)

Student Profile

Medical Administrative Specialist students should be able to:

- Follow instructions quickly and accurately under pressure
- Express ideas orally and in writing
- Keep records and prepare reports
- Be outgoing and tactful when dealing with patients

Preparation for Admission

Students should strive to reach a comfort level in the following courses or skills:

- Keyboarding
- Computer Applications
- English/Grammar
- Accounting

Key to the student's success in this program is attentiveness to detail and effective human relations skills.

Program Outcomes

Employers will expect Medical Administrative Specialist graduates to be able to:

- Perform medical administrative procedures including registration, reception, scheduling, and other general office management tasks
- Efficiently and accurately use computer application software and medical terminology to prepare, transcribe, and maintain medical documents
- Communicate professionally, maintaining confidentiality and high ethical standards
- Manage and maintain charts and financial records
- Prepare and process insurance claims using procedural and diagnostic coding

Collegewide outcomes and indicators will also be addressed to develop personal awareness, career effectiveness, and professionalism. See page 5 for a list of collegewide outcomes and indicators.

Career Outlook

Medical administrative specialist is one of the fastest growing occupations in the healthcare industry. They are in demand because of their knowledge of medical transcription, coding, and insurance. The typical positions available after graduation include:

- Medical Administrative Specialist
- Medical Secretary
- Medical Receptionist
- Hospital Admissions Representative
- Medical Transcriptionist
- Insurance Specialist
- Patient Account Representative
- Clinic Coder
- Health Unit Coordinator (HUC)

Curriculum

Number	Course Title	Credits
Technical Studies Courses		
10101176	Financial Accounting 1A	2
10103146	MS Word A	1
10103151	MS Excel A	1
10103162	MS Access A	1
10105115	Professional Profile	1
10105160	Medical Externship ▲◆	1
10106110	Document Formatting	2
10106130	Medical Terminology 1	3
10106131	Medical Terminology 2 ▲	3
10106132	Electronic Health Records	1
10106134	Medical Insurance Claims ▲	3
10106135	Healthcare Documentation ▲	3
10106136	Medical Office Procedures ▲	3
10106146	Proofreading for the Office	3
10106165	Information Management	2
10106167	Computer and Business Technologies	1
10106191	Medical Transcription 1: Techniques & Procedures ▲	3
10106194	Medical Transcription 2: Editing & Voice Recognition ▲	3
10510135	Anatomy, Physiology, and Disease Concepts	2
10890105	Job Quest	<u>1</u>
		40
General Studies Courses ▶		
10801195	Written Communication ▲	3
10801196	Oral/Interpersonal Communication	3
10801197	Technical Reporting ▲	3
10804123	Math with Business Applications ▲	3
10809195	Economics	3
10809196	Introduction to Sociology or	3
10809172	Race, Ethnic, and Diversity Studies	
10809198	Introduction to Psychology	<u>3</u>
		21
	ELECTIVES	3
	PROGRAM REQUIREMENTS	64

▲ Requires a prerequisite and/or corequisite that must be completed with a grade point of 2.0 or better.

▶ See page 40 for General Studies course descriptions.

◆ Criminal background checks may be required for this course.

Course Descriptions

(See page 40 for General Studies course descriptions)

10101176

Financial Accounting 1A - Credits: 2

This is a basic accounting course for non-accounting program students. The scope of study focuses on an introduction to business and accounting, analyzing and recording accounting transactions, performing the adjusting process, and completing the accounting cycle. Understanding is based both on theory and application.

10103146

MS Word A - Credits: 1

Students will learn word processing using MS Word. Credit A activities will include creating, editing, saving, formatting, printing, and other basic MS Word features.

10103151

MS Excel A - Credits: 1

Students will learn to use MS Excel. Credit A activities will include creating, editing, saving, formatting, printing, performing calculations, and enhancing worksheets through charts.

10103162

MS Access A - Credits: 1

Learners create, edit, sort, and query a database. They also learn how to create and print basic forms and reports.

10105115

Professional Profile - Credits: 1

The purpose of this course is to strengthen the professional image. Students begin to develop self-awareness of elements affecting their personal and work relationships. Guidelines for determining appropriate grooming, dress, and poise will be covered. Personal life management along with career/life goal setting will be reinforced. This class should be taken in the last semester of the program.

10105160

Medical Externship - Credits: 1

An externship is actual work experience in a medical office which provides the student with a variety of tasks. The sites are usually clinics or hospitals but can be other medical-related offices as well. The instructor and student will work together to secure an externship which will be acceptable to all parties. PREREQUISITE: Prior to enrolling in this course, students must have successfully completed or are in good standing in all program courses and have the approval of program faculty.

10106110

Document Formatting - Credits: 2

This hands-on course covers formatting styles of business letters, business and academic reports, memos, tables, and business documents. The course also includes drill work for improving keying speed and accuracy. Students should be able to key 25 words per minute.

10106130

Medical Terminology 1 - Credits: 3

This course presents the principles of medical word construction through identification of root words, prefixes, suffixes, combining forms, and methods of building medical terms. Emphasis is placed on correct medical word spelling, pronunciation, and definition, while introducing terminology specific to various body systems. The course is arranged by body system so that the student will recognize organs and anatomical terms as they relate to each system.

10106131

Medical Terminology 2 - Credits: 3

This course will prepare the learner to use and understand the language of medicine for accurate medical documentation. Students will learn to spell, pronounce, analyze, and define medical terms. Use of reference materials to aid in this process along with identification of common medical abbreviations and pharmacological and anatomical terminology will also be incorporated. This lab- and project-based course uses oral and written communication skills and group work. The learner should have experience in identifying the basic medical terminology components (prefixes, suffixes, word roots, and combining forms) including spelling, defining, and pronouncing word components and complete terms. PREREQUISITE: 10106130 Medical Terminology 1.

10106132

Electronic Health Records - Credits: 1

This course familiarizes students with the basic functioning of medical records in facilities with electronic medical records. Students will also be exposed to the jobs and duties involved in the health information management department of hospitals and clinics. Hands-on training with an electronic medical records program will be included, as well as discussion of paper medical record functions.

10106134

Medical Insurance Claims - Credits: 3

This course presents common health insurance terminology and selected private and government insurance coverages. Students are introduced to basic principles of disease coding and procedural coding from the physician/provider perspective and follow the life cycle of the medical insurance claim with the aim of accurate and efficient reimbursement for services provided. This is not for experienced coders. PREREQUISITE: 10106130 Medical Terminology 1.

10106135

Healthcare Documentation - Credits: 3

This course is designed to expand the student's medical vocabulary and develop skill in keyboarding, formatting, editing, storing, and printing medical documents. Emphasis is placed on speed building and accuracy improvement. PREREQUISITES: 10106130 Medical Terminology 1 and 10106110 Document Formatting or 10103146 MS Word A and 10103147 MS Word B.

10106136

Medical Office Procedures - Credits: 3

This course develops professional skills and attitudes needed in a medical business environment. Skills developed include an ability to work independently and as a team member, manage time effectively, schedule patients, greet patients, use the telephone properly, process mail, plan travel, apply ergonomics and office safety, set up an office records system, prepare medical documents, and use medical computer software efficiently. COREQUISITE: 10106135 Healthcare Documentation.

10106146

Proofreading for the Office - Credits: 3

This course provides the learner with techniques used in proofreading office documents from both hard and soft copy (computer screen). Learners will incorporate the use of office reference manuals. This project-based course uses individual and group activities as well as in-class and out-of-class work.

10106165

Information Management - Credits: 2

This course will include coverage of the different indexing systems (alphabetic, numeric, subject, geographic, and chronological) as well as an overview of the entire records management function -- planning, designing, classifying, controlling, and evaluation. Electronic filing methods are utilized at locations where equipment is available.

10106167

Computer and Business Technologies - Credits: 1

Learners will gain knowledge on computer hardware, basic computer operations, and the operating system. An emphasis will be placed on file/document management in a network environment and on a standalone personal computer. Learners will become familiar with the World Wide Web by accessing the Internet through browser software. Learners will use e-mail and learn how to communicate properly through e-mail and optional online vehicles. Learners will use search engines/databases for research purposes and proper validation techniques.

10106191

Medical Transcription 1: Techniques & Procedures - Credits: 3

Students are introduced to clinic and hospital transcription covering most medical specialties. Correct spelling, grammar, punctuation, and formatting of medical reports are emphasized through review and practice, using computers and transcribing equipment. COREQUISITE: 10106135 Healthcare Documentation.

10106194

Medical Transcription 2: Editing & Voice Recognition - Credits: 3

This course introduces the student to more difficult hospital-based transcription covering many medical specialties including radiology, oncology, cardiology, hematology, infectious diseases, general surgery, plastic surgery, dentistry, oral surgery, neurology/neurosurgery, psychiatry, urology/nephrology, obstetrics/gynecology, pediatrics, neonatology, otorhinolaryngology, ophthalmology, respiratory/pulmonary medicine, gastroenterology, and pathology. This course includes a module on the use of speech recognition software. PREREQUISITE: 10106191 Medical Transcription 1: Techniques & Procedures.

10510135

Anatomy, Physiology, and Disease Concepts - Credits: 2

This course is a study of human anatomical structure, physiology, and the basic mechanisms of disease. It is designed to meet the unique educational needs of the medical secretary/office personnel. The course focuses on assessment, diagnosis, and treatment of commonly occurring medical conditions. The course will be structured to application of the content through case studies and group discussions. It is meant to provide a solid knowledge base for students entering work in health care settings. It is recommended that the student have a basic knowledge of medical terminology.

10890105

Job Quest - Credits: 1

This course is designed to enhance the student's ability to seek, obtain, and retain employment. Assessment of personal characteristics, job-seeking and retention skills, preparation of employment-related documents, and interviewing strategies are included.

Graduate Employment Information

(WITC Graduate Survey Responses 2009-2010; for most recent data, go to witic.edu)

Number of graduates	37	Number employed	28	% employed in WITC district	63%
Number of responses	37	Percent employed	85%	Range of yearly salary	\$21,838-\$38,009
Number available for employment	33	Employed in related field	16	Average yearly salary	\$27,912

career vision