

Medical Administrative Professional

10-160-2 Associate Degree (two-year)

Financial Aid Eligible

Campus:



Ashland
New Richmond
Rice Lake
Superior
Online

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 and simulated on-the-job training throughout the program, the student will have the opportunity to gain on-the-job experience through a required externship in a healthcare facility.

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 meeting with a WITC counselor (above requirements should be completed prior to meeting)

Program Outcomes

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

- Perform routine healthcare administrative procedures
- Process insurance claims
- Demonstrate effective workplace communications
- Apply technology skills to business and administrative tasks
- Maintain internal and external relationships
- Model professionalism in the workplace

Employability essentials and indicators will also be addressed to develop personal awareness, career effectiveness, and professionalism. See page 5 of the college catalog for a list of employability essentials and indicators.

Career Outlook

Medical administrative professional 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 Assistant
- Medical Secretary
- Medical Receptionist
- Medical Scheduler
- Hospital Admissions Representative
- Medical Language Specialist
- Medical Billing Specialist
- Patient Account Representative
- Clinic Coder
- Health Unit Coordinator (HUC)
- Health Information Clerk

Curriculum Revised 6/20/17

Number	Course Title	Credits
Technical Studies Courses		
10101176	Financial Accounting 1A	2
10103125	MS Outlook	1
10103146	MS Word A	1
10103147	MS Word B ▲	1
10103151	MS Excel A	1
10103152	MS Excel B ▲	1
10105115	Professional Profile	1
10105160	Medical Externship ▲♦	1
10106110	Document Formatting	2
10106132	Electronic Health Records ▲	1
10106134	Medical Insurance Claims ▲	3
10106135	Introduction to Healthcare Documentation ▲	3
10106140	Medical Office Administration ▲	3
10106141	Healthcare Documentation and Editing ▲	3
10106142	Patient Billing and Reimbursement ▲	3
10106143	Medical Office Procedures and Customer Service ▲	2
10106146	Proofreading for the Office	3
10106165	Information Management	2
10501101	Medical Terminology	3
10510135	Anatomy, Physiology, and Disease Concepts	2
10890105	Job Quest	1
		<u>40</u>
General Studies Courses ▽		
10801136	English Composition 1 ▲	3
10801196	Oral/Interpersonal Communication	3
10801197	Technical Reporting ▲	3
10804123	Math with Business Applications ▲	3
10809195	Economics or	3
10809166	Introduction to Ethics: Theory and Application	
10809196	Introduction to Sociology or	3
10809172	Introduction to Diversity Studies	
10809198	Introduction to Psychology	3
		<u>21</u>
	ELECTIVES	3
	PROGRAM REQUIREMENTS	64

CP Career Pathway Options

Career Pathways connect previous levels of coursework to allow students to build upon their education. Each step in the pathway connects with employment options and provides the opportunity for advancement to higher levels. The Medical Administrative Professional program includes the following pathway options:

- 31-160-1 Health Office Professional Technical Diploma (page 112)
- 30-160-2 Healthcare Receptionist Technical Diploma (page 114)
- 30-160-5 Medical Billing Specialist Technical Diploma (page 154)



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

▽ See pages 41-43 for course descriptions.

♦ Criminal background checks may be required for this course.

Course Descriptions

(See pages 41-43 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.

10103125

MS Outlook- Credits: 1

This course introduces the basics of Microsoft Outlook. Participants will use e-mail, calendar, files, and other features to effectively manage business and personal information.

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.

10103147

MS Word B - Credits: 1

Students will learn word processing using MS Word. Credit B activities include tables, mail merge, sort, graphics, and special features of MS Word. COREQUISITE: 10103146 MS Word A

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.

10103152

MS Excel B - Credits: 1

Students will learn to use MS Excel. Credit B activities will include using advanced features of formulas, object linking and embedding, multiple worksheets, 3-D references, macro basics and database basics. COREQUISITE: 10103151 MS Excel A.

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 40 words per minute.

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. COREQUISITE: 10501101 Medical Terminology.

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: 10501101 Medical Terminology.

10106135

Introduction to 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: 10501101 Medical Terminology and 10106110 Document Formatting or 10103146 MS Word A and COREQUISITE: 10103147 MS Word B.

10106140

Medical Office Administration - Credits: 3

Simulates handling patients and employees, applying customer service skills, and the use of computers in a medical/clinical setting. Hands-on experience in scheduling appointments, work in electronic medical records, establishing a fee schedule, and practice management. Utilizes Microsoft Office software, electronic billing software, electronic medical record software, telephone systems, internet, fax and e-mail. PREREQUISITE: 10106143 Medical Office Procedures and Customer Service and COREQUISITE: 10106135 Introduction to Healthcare Documentation.

10106141

Healthcare Documentation and Editing - 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. PREREQUISITE: 10106135 Introduction to Healthcare Documentation.

10106142

Patient Billing and Reimbursement - Credits: 3

Emphasizes insurance preparation and reimbursement of claims to Commercial, Medicare, Medicaid and Worker's Compensation. Applies ICD, CPT and HCPCS coding resources to complete CMS 1500 and CMS 1450 insurance claims. Computerized billing software will be utilized throughout the course. PREREQUISITE: 10106134 Medical Insurance Claims.

10106143

Medical Office Procedures and Customer Service Credits: 2

This course develops professional skills and attitudes needed in a medical business environment. Skills developed include an ability to communicate effectively with patients and other medical office staff, manage time effectively, schedule patients, greet patients, use the telephone properly, process mail, apply ergonomics and office safety, and use medical computer software efficiently. COREQUISITE: 10501101 Medical Terminology.

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.

10501101

Medical Terminology - Credits: 3

Focuses on the component parts of medical terms: prefixes, suffixes and word roots. Students practice formation, analysis and reconstruction of terms. Emphasis on spelling, definition and pronunciation. Introduction to operative, diagnostic, therapeutic and symptomatic terminology of all body systems, as well as systemic and surgical terminology.

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 2014-2015; for most recent data, go to witc.edu)

Number of graduates	22	Number employed	14	% employed in WITC district	55%
Number of responses	20	Percent employed	100%	Range of yearly salary	\$24,958-\$37,125
Number available for employment	14	Employed in related field	11	Average yearly salary	\$30,410

career vision