

# Health Office Professional

31-160-1 Technical Diploma (one-year)

Financial Aid Eligible

Campus:

Ashland  
New Richmond  
Rice Lake  
Superior  
Online



## Program Overview

This technical diploma combines medical office skills with computer skills to prepare graduates of the program for employment on the administrative side of healthcare working in physician's offices, clinics, hospitals, nursing homes, and other health organizations. Simulated on-the-job training helps you apply what you have learned in the medical office environment.

## 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 Health Office Professional graduates to be able to:

- Perform routine healthcare administrative procedures
- 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

Health office professional is a fast-growing area of the healthcare industry. Typical positions available after graduation include:

- Medical Office Specialist
- Medical Secretary
- Medical Receptionist
- Hospital Admissions Representative
- Customer Service Representative
- Medical Scheduler
- Health Information Clerk

## Curriculum

Number	Course Title	Credits
<b>Occupational Specific Courses</b>		
10101176	Financial Accounting 1A	2
10103125	MS Outlook	1
10103146	MS Word A	1
10103147	MS Word B ▲	1
10103151	MS Excel A	1
10106110	Document Formatting	2
10106132	Electronic Health Records ▲	1
10106135	Introduction to Healthcare Documentation ▲	3
10106140	Medical Office Administration ▲	3
10106143	Medical Office Procedures and Customer Service ▲	2
10106146	Proofreading for the Office	3
10106165	Information Management	2
10501101	Medical Terminology	3
		<b>25</b>

### Occupational Supportive/General Studies Courses<sup>▸</sup>

10801136	English Composition 1 ▲	3
10801196	Oral/Interpersonal Communication	3
10804123	Math with Business Applications ▲	3
		<b>9</b>

PROGRAM REQUIREMENTS **34**

- ▲ 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.

## Career Pathway Options

Career Pathways connect progressive 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. Health Office Professional is a pathway option in the following program:

- 10-160-2 Medical Administrative Professional Associate Degree (page 150)

Health Office Professional also includes the following pathway option:

- 30-106-2 Healthcare Receptionist Technical Diploma (page 114)



# 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.

## 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.

## 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.

## 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.

## Revised 4/6/17

Gainful employment information is available at this link: <http://www.witc.edu/pgmpages/medoffspec/gainful-employment/Gedt.html>. This information is provided as a federal requirement in an effort to help students make informed decisions related to the costs and potential employment in a chosen field.

## Graduate Employment Information

(WTCs Graduate Survey Responses 2014-2015; for most recent data, go to [witc.edu](http://www.witc.edu))

## career vision

Number of graduates	27	Number employed	20	% employed in WITC district	38%
Number of responses	25	Percent employed	95%	Range of yearly salary	\$22,878-\$37,063
Number available for employment	21	Employed in related field	16	Average yearly salary	\$30,637