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

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. 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)

Curriculum

<table>
<thead>
<tr>
<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>10101176</td>
<td>Financial Accounting 1A</td>
<td>2</td>
</tr>
<tr>
<td>10103125</td>
<td>MS Outlook</td>
<td>1</td>
</tr>
<tr>
<td>10103146</td>
<td>MS Word A</td>
<td>1</td>
</tr>
<tr>
<td>10103147</td>
<td>MS Word B</td>
<td>1</td>
</tr>
<tr>
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<td>MS Excel A</td>
<td>1</td>
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<tr>
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<tr>
<td>10105115</td>
<td>Professional Profile</td>
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<tr>
<td>10105160</td>
<td>Medical Externship</td>
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</tr>
<tr>
<td>10106110</td>
<td>Document Formatting</td>
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<tr>
<td>10106132</td>
<td>Electronic Health Records</td>
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<tr>
<td>10106134</td>
<td>Medical Insurance Claims</td>
<td>3</td>
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<tr>
<td>10106135</td>
<td>Introduction to Healthcare Documentation</td>
<td>3</td>
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<td>10106140</td>
<td>Medical Office Administration</td>
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<tr>
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<td>Healthcare Documentation and Editing</td>
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<td>10106142</td>
<td>Patient Billing and Reimbursement</td>
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</tr>
<tr>
<td>10106143</td>
<td>Medical Office Procedures and Customer Service</td>
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<td>10106146</td>
<td>Proofreading for the Office</td>
<td>3</td>
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<td>10106165</td>
<td>Information Management</td>
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<td>10501101</td>
<td>Medical Terminology</td>
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<td>10510135</td>
<td>Anatomy, Physiology, and Disease Concepts</td>
<td>2</td>
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<tr>
<td>10890105</td>
<td>Job Quest</td>
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<table>
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<th>Credits</th>
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<td>10881196</td>
<td>Oral/Interpersonal Communication</td>
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<td>10881197</td>
<td>Technical Reporting</td>
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<td>10804123</td>
<td>Math with Business Applications</td>
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<tr>
<td>10809195</td>
<td>Economics or</td>
<td>3</td>
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<tr>
<td>10809166</td>
<td>Introduction to Ethics: Theory and Application</td>
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<td>10809196</td>
<td>Introduction to Sociology or</td>
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<tr>
<td>10809172</td>
<td>Introduction to Diversity Studies</td>
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<tr>
<td>10809198</td>
<td>Introduction to Psychology</td>
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</table>

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 pages 41–43 for course descriptions.
+ Criminal background checks may be required for this course.
### Program and Course Descriptions

**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

10103153  
**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 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 Medical Externship. 10103147 MS Word B.

10106140  
**Medical Office Administration - Credits: 3**  

10106141  
**Healthcare Documentation and Editing - Credits: 3**  
Students are introduced to clinic and hospital transcription software will be utilized throughout the course. PREREQUISITE: 10106135 Healthcare Documentation and Editing. 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.

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**Graduate Employment Information**

(WITC Graduate Survey Responses 2014-2015; for most recent data, go to witic.edu)

<table>
<thead>
<tr>
<th>Number of graduates</th>
<th>Number employed</th>
<th>% employed in WITC district</th>
<th>Number of responses</th>
<th>Percent employed</th>
<th>Range of yearly salary</th>
<th>Average yearly salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>14</td>
<td>55%</td>
<td>20</td>
<td>100%</td>
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<tr>
<td>14</td>
<td></td>
<td></td>
<td>11</td>
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</tbody>
</table>

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**Phone:** 800.243.9482  
**Website:** witic.edu  
**2017-2018**