



Health/Health Careers

Medical Office Professional Certificate CHHO-1200

Our Medical Office Professional Certificate is designed for individuals in administrative support roles in a medical office setting who want to be exceptional. Medical office professionals are often the heart and soul of successful medical practices, functioning as the voice and face of a company. They are communicators, organizers, facilitators, and so much more. Become empowered to take on this valuable role as you learn how to use applicable Microsoft Office programs and increase your skills and competencies as a medical office professional. Learn effective techniques for communicating in a medical office, the skills required for the delivery of excellent customer service, and how to manage the unique needs of a medical office.

Ready to learn more? Complete our information form at www.kirkwood.edu/ce_certificatesform or contact a student advisor today at ceadvising@kirkwood.edu or 319-398-5529.

Course List:

Medical Office Basics; Medical Terminology; Prepare to Care Core; SIM Chart Lab; Micro-Computers; Introduction to Medical OSHA/HIPAA; Mandatory Reporting

Delivery Method:

Classroom, Lab

Length of Program and CEU Credits:

120 hours, 14.4 CEUs

Entrance Requirements/Prerequisites:

Prospective students must be 16 years of age or older in order to enroll.

Other Items to Know About this Course:

Students are required to provide the following textbooks: "The Simulated Administrative Medical Office" (Pepper, ISBN 9780323353939) and "SimChart for the Medical Office" (Elsevier, ISBN 9780323241953).

Program Completion Requirements:

This is a pass/fail program based on both score and attendance. Students must obtain 80 percent or greater on all class modules and attend at least 90 percent of both the class and lab time.

Industry Credentials Earned:

None. This program does not award any nationally recognized certification upon completion.

Pathway to Credit Program:

None

Tuition Assistance:

Yes

Course Objectives:

- Demonstrate the use of basic medical terminology in communication.
- Describe the organizational structure and purpose of the healthcare organization.
- Discuss personal qualities required for someone working in Patient Access.
- Identify the significance of proper training for patient registration staff and essential functions of the Patient Access employee.
- Correctly document patient files with personal, insurance, and financial information, ensuring that data is organized, accurate, and complete to register an individual for treatment or testing.
- Understand health insurance terminology and procedures, especially regulations set forth by Medicare and Medicaid.
- Discuss the regulations in place to support Patient Safety and HIPAA laws.
- Define terms required for all staff in Patient Access to be familiar with.
- Describe the basics of good communication in the workplace and how to deal with difficult people.
- Learn basic computer skills and job-relevant use of Word and Excel documents.
- Exemplify proper workplace behavior.
- Identify problem-solving techniques that work well in a healthcare environment.
- Prioritize work tasks efficiently.
- Recognize medical emergencies and safety issues in the healthcare environment.
- Evaluate a clinical observation experience in the role of Patient Access and billing.
- Define, build, and analyze diagnostic, surgical, and pathologic terms related to each body system.
- Identify and define the word parts that relate to anatomical structures in each body system.
- Pronounce and spell diagnostic, surgical, and pathologic terms related to each body system.

Learning Outcomes:

Upon completion of this certificate program, students will have the knowledge and skills necessary to be a successful medical office professional. Students will be prepared to enroll new patients and provide information about the facility and its policies. They will be accessible to patients if they have questions or concerns, and also work with medical personnel to make sure they have information to provide proper care to the patient. They will also interact with patients at discharge, communicating billing terms, reviewing all paperwork, and confirming that outgoing patients understand how to care for themselves and what to do in case of an emergency.

Careers:

Source: Career Coach 2018, Kirkwood Community College region.

Medical and Health Services Managers

Average hourly earnings: \$45.06

Starting hourly earnings: \$27.97

Projected job openings (2018 – 2023): 466

Related Information:

NA

LEARN MORE

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Continuing Education

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www.kirkwood.edu/ce_certificates

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