



**Medical Office Administration**  
**Credential: Associate in Applied Science Degree**  
**in Medical Office Administration**  
**A25310**

This curriculum prepares individuals for employment in medical and other health-care related offices. Course work will include medical terminology, information systems, office management, medical coding, billing and insurance, legal and ethical issues, and formatting and word processing. Students will learn administration and support functions and develop skills applicable in medical environments. Employment opportunities are available in medical and dental offices, hospitals, insurance companies, laboratories, medical supply companies, and other health-care related organizations.

Program Length: 5 semesters  
 Career Pathway Options: Associate in Applied Science Degree in Medical Office Administration  
 Program Sites: Lee and Harnett Campus - Day, Harnett - Selected Distance Courses

**Course Requirements for Medical Office Administration**

A. General Education Courses (16 SHC)		C-L-SHC
ENG 111	Expository Writing	3-0-3
ENG 111A	Expository Writing Lab	0-2-1
	Communications Elective	3-0-3
	Humanities/Fine Arts Elective	3-0-3
*MAT 115	Mathematical Models	3-0-3
	Social/Behavioral Science Elective	3-0-3

Communications Elective (select 3 SHC)		
ENG 115	Oral Communication	3-0-3
COM 110	Introduction to Communication	3-0-3
COM 120	Intro Interpersonal Communication	3-0-3
COM 140	Intro Intercultural Communication	3-0-3
COM 231	Public Speaking	3-0-3

\*Students may substitute MAT 140 (transferable).

B. Required Major Core Courses (28/29 SHC)	
**CIS 110	Introduction to Computers
OST 131	Keyboarding
OST 134	Text Entry and Formatting
OST 141	Medical Terms I – Medical Office
OST 142	Medical Terms II – Medical Office
OST 148	Medical Coding Billing and Insurance.
OST 149	Medical Legal Issues
OST 164	Text Editing Applications
OST 243	Medical Office Simulation
OST 289	Administrative Office Management

\*\*Students may substitute CIS 111 (nontransferable).

C. Other Major Courses Required for Graduation (26 SHC)

ACC 115	College Accounting	3-2-4
BUS 260	Business Communications	3-0-3
COE 111	Co-op Work Experience I	0-10-1
CTS 130	Spreadsheet	2-2-3
OST 132	Keyboard Skill Building	1-2-2
OST 136	Word Processing	2-2-3
OST 184	Records Management	2-2-3
OST 236	Advanced Word/Information Processing	2-2-3
OST 241	Medical Office Transcription I	1-2-2
OST 248	Diagnostic Coding	1-2-2

Total Semester Hours Required for Graduation: 70/71

**Semester Curriculum for Medical Office Administration**

1st Semester (Fall)		C-L-SHC
**CIS 110	Introduction to Computers	2-2-3
ENG 111	Expository Writing	3-0-3
ENG 111A	Expository Writing Lab	0-2-1
	Communication Elective	3-0-3
OST 131	Keyboarding	1-2-2
OST 184	Records Management	2-2-3
		11-8-15

2nd Semester (Spring)		
BUS 260	Business Communications	
CTS 130	Spreadsheets	
OST 132	Keyboard Skill Building	
OST 134	Text Entry and Formatting	
OST 136	Word Processing	
OST 164	Text Editing Applications	
		13-8-17

3rd Semester (Summer)		
OST 236	Advanced Word/Information Processing	
OST 289	Administrative Office Management	
		4-4-6

4th Semester (Fall)		
ACC 115	College Accounting	
OST 141	Medical Terms I-Medical Office	
OST 148	Medical Coding, Billing and Insurance	
OST 149	Medical Legal Issues	
	Social/Behavioral Science Elective	
		15-2-16

5th Semester (Spring)		
COE 111	Co-op Work Experience I	
	Humanities/Fine Arts Elective	
*MAT 115	Mathematical Models	
OST 142	Medical Terms II-Medical Office	
OST 241	Medical Office Transcription I	
OST 243	Medical Office Simulation	
OST 248	Diagnostic Coding	
		12-18-17

Total Semester Hours Credit: 70/71

**COURSE DESCRIPTIONS**

**ACC 115 College Accounting** 3-2-4  
 This course introduces basic accounting principles for a business. Topics include the complete accounting cycle with end-of-period statements, bank reconciliation, payrolls, and petty cash. Upon completion, students should be able to demonstrate an understanding of accounting principles and apply those skills to a business organization.

**BUS 260 Business Communication** 3-0-3

Prerequisites: ENG 111

This course is designed to develop skills in writing business communications. Emphasis is placed on business reports, correspondence, and professional presentations. Upon completion, students should be able to communicate effectively in the work place. *This course is also available through the Virtual Learning Community (VLC).*

**CIS 110 Introduction to Computers** 2-2-3

This course introduces computer concepts, including fundamental functions and operations of the computer. Topics include identification of hardware components, basic computer operations, security issues, and use of software applications. Upon completion, students should be able to demonstrate an understanding of the role and function of computers and use the computer to solve problems. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in natural science/mathematics (Quantitative Option).*

**COE 111 Co-op Work Experience I** 0-10-1

Prerequisite: Approval of Instructor or Department Chairperson

This course provides work experience with a college-approved employer in an area related to the student's program of study. Emphasis is placed on integrating classroom learning with related work experience. Upon completion, students should be able to evaluate career selection, demonstrate employability skills, and satisfactorily perform work-related competencies.

**COM 110 Introduction to Communication** 3-0-3

This course provides an overview of the basic concepts of communication and the skills necessary to communicate in various contexts. Emphasis is placed on communication theories and techniques used in interpersonal group, public, intercultural, and mass communication situations. Upon completion, students should be able to explain and illustrate the forms and purposes of human communication in a variety of contexts. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts (substitute). This course is also available through the Virtual Learning Community (VLC).*

**COM 120 Intro Interpersonal Com** 3-0-3

This course introduces the practices and principles of interpersonal communication in both dyadic and group settings. Emphasis is placed on the communication process, perception, listening, self-disclosure, speech apprehension, ethics, nonverbal communication, conflict, power, and dysfunctional communication relationships. Upon completion, students should be able to demonstrate interpersonal communication skills, apply basic principles of group discussion, and manage conflict in interpersonal communication situations. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts (substitute). This course is also available through the Virtual Learning Community (VLC).*

**COM 140 Intro Intercultural Com** 3-0-3

This course introduces techniques of cultural research, definitions, functions, characteristics, and impacts of cultural differences in public address. Emphasis is placed on how diverse backgrounds influence the communication act and how cultural perceptions and experiences determine how one sends and receives messages. Upon completion, students should be able to demonstrate an understanding

of the principles and skills needed to become effective in communicating outside one's primary culture. *This course has been approved to satisfy the Comprehensive Articulation Agreement for transferability as a premajor and/or elective course requirement.*

**COM 231 Public Speaking** 3-0-3

This course provides instruction and experience in preparation and delivery of speeches within a public setting and group discussion. Emphasis is placed on research, preparation, delivery, and evaluation of informative, persuasive, and special occasion public speaking. Upon completion, students should be able to prepare and deliver well-organized speeches and participate in group discussion with appropriate audiovisual support. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts (substitute). This course is also available through the Virtual Learning Community (VLC).*

**CTS 130 Spreadsheet** 2-2-3

Prerequisites: CIS 110 or CIS 111 or OST 137

This course introduces basic spreadsheet design and development. Topics include writing formulas, using functions, enhancing spreadsheets, creating charts, and printing. Upon completion, students should be able to design and print basic spreadsheets and charts.

**ENG 111 Expository Writing** 3-0-3

Prerequisites: RED 090 and ENG 090 or appropriate placement test scores

Corequisites: ENG 111A

This course is the required first course in a series of two designed to develop the ability to produce clear expository prose. Emphasis is placed on the writing process including audience analysis, topic selection, thesis support and development, editing, and revision. Upon completion, students should be able to produce unified, coherent, well-developed essays using standard written English. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in English composition.*

**ENG 111A Expository Writing Lab** 0-2-1

Prerequisites: RED 090 and ENG 090 or appropriate placement test scores

Corequisites: ENG 111

This writing laboratory is designed to apply the skills introduced in ENG 111. Emphasis is placed on the editing and revision components of the writing process. Upon completion, students should be able to apply those skills in the production of final drafts in ENG 111. The computer is used as a writing and design tool for this course.

**ENG 115 Oral Communication** 3-0-3

This course introduces the basic principles of oral communication in both small group and public settings. Emphasis is placed on the components of the communication process, group decision-making, and public address. Upon completion, students should be able to demonstrate the principles of effective oral communication in small group and public settings.

**MAT 115 Mathematical Models** 2-2-3

Prerequisite: MAT 070, MAT 080, MAT 120, MAT 121, MAT 161, MAT 171, or MAT 175 or appropriate placement scores.

This course develops the ability to utilize mathematical skills and technology to solve problems at a level found in non-mathematics-intensive programs. Topics include applications to percent, ratio and

proportion, formulas, statistics, function notation, linear functions and their groups, probability, sampling techniques, scatter plots and modeling. Upon completion, students should be able to solve practical problems, reason and communicate with mathematics, and work confidently, collaboratively, and independently.

**OST 131 Keyboarding** 1-2-2

This course covers basic keyboarding skills. Emphasis is placed on the touch system, correct techniques, and development of speed and accuracy. Upon completion, students should be able to key at an acceptable speed and accuracy level using the touch system.

**OST 132 Keyboard Skill Building** 1-2-2

*Prerequisites: OST 131 or equivalent*

This course is designed to increase speed and improve accuracy in keyboarding. Emphasis is placed on diagnostic tests to identify accuracy and speed deficiencies followed by corrective drills. Upon completion, students should be able to keyboard rhythmically with greater accuracy and speed.

**OST 134 Text Entry and Formatting** 2-2-3

*Prerequisites: OST 131 or equivalent*

This course is designed to provide the skills needed to increase speed, improve accuracy, and format documents. Topics include letters, memos, tables, and business reports. Upon completion, students should be able to produce documents and key timed writings at speeds commensurate with employability.

**OST 136 Word Processing** 2-2-3

This course introduces word processing concepts and applications. Topics include preparation of a variety of documents and mastery of specialized software functions. Upon completion, students should be able to work effectively in a computerized word processing environment.

**OST 141 Med Terms I-Med Office** 3-0-3

This course uses a language-structure approach to present the terminology and vocabulary that will be encountered in medical office settings. Topics include word parts that relate to systemic components, conditions, pathology, and disorder remediation in approximately one-half of the systems of the human body. Upon completion, students should be able to relate words to systems, pluralize, define, pronounce, and construct sentences with the included terms.

**OST 142 Med Terms II-Med Office** 3-0-3

*Prerequisites: OST 141*

This course is a continuation of OST 141 and continues the study, using a language-structure approach, of medical office terminology and vocabulary. Topics include word parts that relate to systemic components, conditions, pathology, and disorder remediation in the remaining systems of the human body. Upon completion, students should be able to relate words to systems, pluralize, define, pronounce, and construct sentences with the included terms.

**OST 148 Med Coding Billing and Insur.** 3-0-3

*Prerequisite/Corequisite: OST 141*

This course introduces fundamentals of medical coding, billing, and insurance. Emphasis is placed on the medical billing cycle to include third-party payers, coding concepts, and form preparation. Upon completion, students should be able to explain the life cycle of and accurately complete a medical insurance exam.

**OST 149 Medical Legal Issues** 3-0-3

This course introduces the complex legal, moral, and ethical issues involved in providing health-care services. Emphasis is placed on the legal requirements of medical practices; the relationship of physician, patient, and office personnel; professional liabilities; and medical practice liability. Upon completion, students should be able to demonstrate a working knowledge of current medical law and accepted ethical behavior.

**OST 164 Text Editing Applications** 3-0-3

This course provides a comprehensive study of editing skills needed in the workplace. Emphasis is placed on grammar, punctuation, sentence structure, proofreading, and editing. Upon completion, students should be able to use reference materials to compose and edit text.

**OST 184 Records Management** 2-2-3

This course includes the creation, maintenance, protection, security, and disposition of records stored in a variety of media forms. Topics include alphabetic, geographic, subject, and numeric filing methods. Upon completion, students should be able to set up and maintain a records management system.

**OST 236 Adv Word/Information Proc** 2-2-3

*Prerequisites: OST 136*

This course develops proficiency in the utilization of advanced word/information processing functions. Emphasis is placed on advanced word processing features. Upon completion, students should be able to produce a variety of complex business documents.

**OST 241 Medical Office Transcription I** 1-2-2

*Prerequisites: MED 121 or OST 141*

This course introduces machine transcription techniques as applied to medical documents. Emphasis is placed on accurate transcription, proofreading, and use of reference materials as well as vocabulary building. Upon completion, students should be able to prepare accurate and usable transcripts of voice recordings in the covered specialties.

**OST 243 Medical Office Simulation** 2-2-3

*Prerequisites: OST 148*

This course introduces medical systems used to process information in the automated office. Topics include traditional and electronic information resources, storing and retrieving information, and the billing cycle. Upon completion, students should be able to use the computer accurately to schedule, bill, update, and make corrections.

**OST 248 Diagnostic Coding** 1-2-2

*Prerequisite: MED 121 or OST 141*

This course provides an in-depth study of diagnostic coding. Emphasis is placed on ICD coding system. Upon completion, students should be able to properly code diagnoses in a medical facility.

**OST 289 Administrative Office Management.** 2-2-3

*Prerequisites: OST 164 and either OST 134 or OST 136*

This course is designed to be a capstone course for the office professional and provides a working of modern office procedures. Emphasis is placed on scheduling, telephone procedures, travel arrangements, event planning, office design, and ergonomics. Upon completion, students should be able to adapt in an office environment.