### Program Planning Guide

**Medical Office Administration, Associate in Applied Science Degree (A25310)**

**Program Length:** 5 semesters  
**Career Pathway Options:** Associate in Applied Science Degree Medical Office Administration  
**Program Site/s:** Lee Main Campus - Day; Harnett Main Campus - Day; Selected Distance Courses

#### Suggested Course Schedule:

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<thead>
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<th>Hours</th>
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<td>Class</td>
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#### 1st Semester (Fall)

- **ACA 115** College Student Success  
  0 2 0 1
- **CIS 110** Introduction to Computers  
  2 2 0 3
- **ENG 111** Writing & Inquiry  
  3 0 0 3
- **OST 131** Keyboarding  
  1 2 0 2
- **OST 184** Records Management  
  2 2 0 3
- **Communications Elective**  
  3 0 0 3

#### 2nd Semester (Spring)

- **CTS 130** Spreadsheets  
  2 2 0 3
- **OST 136** Word Processing  
  2 2 0 3
- **OST 164** Office Editing  
  3 0 0 3
- **OST 286** Professional Development  
  3 0 0 3
- **Humanities/Fine Arts Elective**  
  3 0 0 3

#### 3rd Semester (Summer)

- **OST 149** Medical Legal Issues  
  3 0 0 3
- **OST 289** Office Admin. Capstone  
  2 2 0 3

#### 4th Semester (Fall)

- **ACC 115** College Accounting  
  3 2 0 4
- **MAT** Mathematics requirement  
  2 2 0 3
- **OST 141** Medical Terms I - Medical Office  
  3 0 0 3
- **OST 148** Medical Coding Billing & Insurance  
  3 0 0 3
- **Social/Behavioral Science Elective**  
  3 0 0 3

#### 5th Semester (Spring)

- **OST 142** Medical Terms II - Medical Office  
  3 0 0 3
- **OST 243** Medical Office Simulation  
  2 2 0 3
- **OST 247** Procedural Coding  
  2 2 0 3
- **OST 248** Diagnostic Coding  
  2 2 0 3
- **WBL 111** Work Based Learning I  
  0 10 0 1
- **Technical Elective**  
  3

#### Mathematics Requirement (Select One)

- **MAT 110** Math Measurement & Literacy  
  2 2 0 3  
  Non-transferrable
- **MAT 143** Quantitative Literacy  
  2 2 0 3  
  Transferrable

#### Communications Elective (Select One)

- **COM 110** Introduction to Communications  
  3 0 0 3
- **COM 120** Intro Interpersonal Communication  
  3 0 0 3
- **COM 140** Intro Intercultural Communication  
  3 0 0 3
- **COM 231** Public Speaking  
  3 0 0 3
- **ENG 112** Writing/Research in the Disciplines  
  3 0 0 3
- **ENG 113** Literature-based Research  
  3 0 0 3
- **ENG 114** Professional Research & Reporting  
  3 0 0 3
- **ENG 115** Oral Communication  
  3 0 0 3
Technical Electives (Choose 3 SHC):

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Hours</th>
<th>Credit</th>
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<tbody>
<tr>
<td>OST 236</td>
<td>Advanced Word/Info. Processing</td>
<td>2</td>
<td>2</td>
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<tr>
<td>OST 241</td>
<td>Medical Office Transcription I</td>
<td>2</td>
<td>2</td>
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<tr>
<td>OST 242</td>
<td>Medical Office Transcription II</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>OST 281</td>
<td>Emergency Issues in Medical Office</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>OST 285</td>
<td>Adv. Emergency Issues in Med Office</td>
<td>3</td>
<td>0</td>
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Total Semester Hours Credit required for graduation: 68

Course Descriptions:

**ACA 115 Success and Study Skills 0-2-1**
This course provides an orientation to the campus resources and academic skills necessary to achieve educational objectives. Emphasis is placed on an exploration of facilities and services, study skills, library skills, self-assessment, wellness, goal-setting, and critical thinking. Upon completion, students should be able to manage their learning experiences to successfully meet educational goals.

**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.

**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 for transfer under the CAA and ICAA as a general education course in Mathematics.

**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 for transfer under the CAA and ICAA as a general education course in Communications.

**COM 120 Intro to Interpersonal Communication 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 for transfer under the CAA and ICAA as a general education course in Communications.

**COM 140 Intro to Intercultural Communication 3-0-3**
This course introduces techniques of cultural research, definitions, 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 for transfer under the CAA and ICAA as a universal general education course in Communications.

**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 for transfer under the CAA and ICAA as a universal general education transfer component (UGETC) course in Communications.

**CTS 130 Spreadsheet 2-2-3**
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 Writing and Inquiry 3-0-3**
Prerequisites: Take one set: RED 090 and ENG 090, ENG 095, DRE 098, or appropriate placement test scores; or Multiple Measures waiver.
This course is designed to develop the ability to produce clear writing in a variety of genres and formats using a recursive process. Emphasis includes inquiry, analysis, effective use of rhetorical strategies, thesis development, audience awareness, and revision. Upon completion, students should be able to produce unified, coherent, well-developed essays using standard written English. This course has been approved for transfer under the CAA and ICAA as a universal general education transfer component (UGETC) course in English Composition.
ENG 112 Writing/Research in the Disciplines 3-0-3
**Prerequisite:** ENG 111
This course, the second in a series of two, introduces research techniques, documentation styles, and writing strategies. Emphasis is placed on analyzing information and ideas and incorporating research findings into documented writing and research projects. Upon completion, students should be able to evaluate and synthesize information from primary and secondary sources using documentation appropriate to various disciplines. This course has been approved for transfer under the CAA and ICAA as a universal general education transfer component (UGETC) course in English Composition.

ENG 113 Literature-Based Research 3-0-3
**Prerequisite:** ENG 111
This course, the second in a series of two, expands the concepts developed in ENG 111 by focusing on writing that involves literature-based research and documentation. Emphasis is placed on critical reading and thinking and the analysis and interpretation of prose, poetry, and drama: plot, characterization, theme, cultural context, etc. Upon completion, students should be able to construct mechanically-sound, documented essays and research papers that analyze and respond to literary works. Students should be able to respond to literature orally in class discussions and in small group and individual presentations. This course has been approved for transfer under the CAA and ICAA as a general education course in English Composition.

ENG 114 Professional Research and Reporting 3-0-3
**Prerequisite:** ENG 111
This course, the second in a series of two, is designed to teach professional communication skills. Emphasis is placed on research, listening, critical reading and thinking, analysis, interpretation, and design used in oral and written presentations. Upon completion, students should be able to work individually and collaboratively to produce well-designed business and professional written and oral presentations. The computer is used as a writing and design tool for this course. This course has been approved for transfer under the CAA and ICAA as a general education course in English Composition.

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 110 Math Measurement & Literacy 2-2-3
**Prerequisite:** Take one set: Set 1: DMA 010, DMA 020, and DMA 030 Set 2: MAT 060 and MAT 070 Set 3: MAT 060 and MAT 080 Set 4: MAT 060 and MAT 090 Set 5: MAT 095 or appropriate placement scores.
This course provides an activity-based approach that develops measurement skills and mathematical literacy using technology to solve problems for non-math intensive programs. Topics include unit conversions and estimation within a variety of measurement systems; ratio and proportion; basic geometric concepts; financial literacy; and statistics including measures of central tendency, dispersion, and charting of data. Upon completion, students should be able to demonstrate the use of mathematics and technology to solve practical problems, and to analyze and communicate results.

MAT 143 Quantitative Literacy 2-2-3
**Prerequisite:** Appropriate test scores or Multiple Measures waiver or take one set: Set 1: DMA 010, DMA 020, DMA 030, DMA 040, DMA 050, and DRE-098 Set 2: DMA 010, DMA 020, DMA 030, DMA 040, DMA 050, and ENG-095 Set 3: DMA 010, DMA 020, DMA 030, DMA 040, DMA 050, and ENG-090 and RED-090
This course is designed to engage students in complex and realistic situations involving the mathematical phenomena of quantity, change and relationship, and uncertainty through project- and activity-based assessment. Emphasis is placed on authentic contexts which will introduce the concepts of numeracy, proportional reasoning, dimensional analysis, rates of growth, personal finance, consumer statistics, practical probabilities, and mathematics for citizenship. Upon completion, students should be able to utilize quantitative information as consumers and to make personal, professional, and civic decisions by decoding, interpreting, using, and communicating quantitative information found in modern media and encountered in everyday life. This course has been approved for transfer under the CAA and ICAA as a universal general education transfer component (UGETC) course in Mathematics.

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 136 Word Processing 2-2-3
This course is designed to introduce 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 Office Terms I 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 Office Terms II 3-0-3
**Prerequisite:** Take one: MED 121 or 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,
Medical Office Administration, Associate in Applied Science Degree (A25310)

Course Descriptions

OST 148  Med Ins & Billing  3-0-3
This course introduces fundamentals of medical insurance and billing. 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 claim.

OST 149  Med 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  Office Editing  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 Processing  2-2-3
Prerequisite: OST 136
This course develops proficiency in the utilization of advanced word 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  Med Ofc Transcription I  2-2-3
Prerequisite: 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 242  Med Ofc Transcription II  2-2-3
Prerequisite: OST 241
This course continues building transcription techniques as applied to medical documents. Emphasis is placed on accurate transcription and text editing, efficient use of reference materials, increasing transcription speed and accuracy, and improving understanding of medical terminology. Upon completion, students should be able to display competency in accurately transcribing and editing medical documents.

OST 243  Med Office Simulation  2-2-3
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 247  Procedure Coding  2-2-3
Prerequisites: Take One: MED 121 or OST 141
The course provides in-depth coverage of procedural coding. Emphasis is placed on CPT and HCPCS coding systems. Upon completion, students should be able to properly code procedures and services performed in a medical facility.

OST 248  Diagnostic Coding  2-2-3
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 281  Emerg Issues in the Med Ofc  3-0-3
This course provides a comprehensive discussion of topics familiar to the health care setting. Topics include emerging issues in the health care setting. Upon completion, students should be able to demonstrate an understanding of current medical office procedures and treatments.

OST 285  Adv Emerg Issues in Medical Ofc  3-0-3
Prerequisite: OST 281
This course provides an advanced comprehensive discussion of topics familiar to the health care setting. Topics include advanced emerging issues in the health care setting such as homeostasis, pharmacology, laboratory and pathology tests, and new surgical procedures. Upon completion, students should be able to demonstrate an understanding of advanced medical procedures and treatments.

OST 286  Professional Development  3-0-3
This course covers the personal competencies and qualities needed to project a professional image in the office. Topics include interpersonal skills, health lifestyles, appearance, attitude, personal and professional growth, multicultural awareness, and professional etiquette. Upon completion, students should be able to demonstrate these attributes in the classroom, office, and society.

OST 289  Office Admin Capstone  2-2-3
Prerequisites: Take One Set: Set 1: OST 134 and OST 164; Set 2: OST 136 and OST 164
This course is designed to be a capstone course for the office professional and provides a working knowledge of administrative office procedures. Emphasis is placed on written and oral communication skills, office software applications, office procedures, ethics, and professional development. Upon completion, students should be able to adapt in an office environment.
WBL 111  Work-Based Learning I  0-10-1

Local Prerequisite: Approval of Instructor or Department Chairperson

This course provides a work-based learning 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.