



Medical Office Administration
Credential: Associate in Applied Science Degree
in Medical Office Administration
A2531000

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
ENG 115	Oral Communication	3-0-3
*HUM 115	Critical Thinking	3-0-3
**MAT 140	Survey of Mathematics	3-0-3
***PSY 150	General Psychology	3-0-3

B. Required Major Core Courses (25 SHC)

OST 131	Keyboarding	1-2-2
OST 134	Text Entry and Formatting	2-2-3
OST 137	Office Software Applications.	1-2-2
OST 141	Medical Terms I – Medical Office	3-0-3
OST 142	Medical Terms II – Medical Office	3-0-3
OST 148	Medical Coding Billing and Insurance.	3-0-3
OST 149	Medical Legal Issues	3-0-3
OST 164	Text Editing Applications	3-0-3
OST 289	Office Systems Management	2-2-3

C. Other Major Courses Required for Graduation (28 SHC)

****CIS 110	Introduction to Computers	2-2-3
COE 111	Co-op Work Experience I	0-10-1
OST 132	Keyboard Skill Building	1-2-2
OST 136	Word Processing	1-2-2
OST 162	Executive Terminology	3-0-3
OST 181	Introduction to Office Systems	2-2-3
OST 184	Records Management	1-2-2
OST 223	Machine Transcription I	1-2-2
OST 236	Advanced Word/Information Processing	2-2-3
OST 241	Medical Office Transcription I	1-2-2
	Major Electives	5-0-5

Major Elective Listing (Choose a minimum of 5 SHC)

ACC 115	College Accounting	3-2-4
OST 242	Medical Office Transcription II	1-2-2
OST 248	Diagnostic Coding	1-2-2
OST 281	Emerging Issues in Medical Office	3-0-3
OST 285	Advance Emerging Issues in Medical Office	3-0-3
SPA 111	Elementary Spanish I	3-0-3

Total Semester Hours Required for Graduation: 68/69

Semester Curriculum for Medical Office Administration

1st Semester (Fall)

****CIS 110	Introduction to Computers	2-2-3
ENG 111	Expository Writing	3-0-3
ENG 111A	Expository Writing Lab	0-2-1
ENG 115	Oral Communication	3-0-3
OST 162	Executive Terminology	3-0-3
OST 131	Keyboarding	1-2-2
***PSY 150	General Psychology	<u>3-0-3</u>
		15-6-18

2nd Semester (Spring)

OST 181	Introduction to Office Systems	2-2-3
OST 132	Keyboard Skill Building	1-2-2
OST 134	Text Entry and Formatting	2-2-3
OST 136	Word Processing	1-2-2
OST 137	Office Software Applications	1-2-2
OST 164	Text Editing Applications	3-0-3
OST 184	Records Management	<u>1-2-2</u>
		11-12-17

3rd Semester (Summer)

OST 223	Machine Transcription I	1-2-2
OST 236	Advanced Word/Information Processing	2-2-3
OST 289	Office Systems Management	<u>2-2-3</u>
		5-6-8

4th Semester (Fall)

OST 141	Medical Terms I-Medical Office	3-0-3
OST 148	Medical Coding, Billing and Insurance	3-0-3
OST 149	Medical Legal Issues	3-0-3
	Major Elective	<u>3-0-3</u>
		12-0-12

5th Semester (Spring)

COE 111	Co-op Work Experience I	0-10-1
OST 142	Medical Terms II-Medical Office	3-0-3
OST 241	Medical Office Transcription I	1-2-2
*HUM 115	Critical Thinking	3-0-3
**MAT 115	Mathematical Models	2-2-3
	Major Elective	<u>1-2-2</u>
		10-16-14

Total Semester Hours Credit: 68/69

- *Students may substitute any approved humanities elective.
- **Students may substitute MAT 115 (nontransferable).
- ***Students may substitute any approved Social/Behavioral Science course.
- ****Students may substitute CIS 111 (nontransferable).

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.

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.

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.

HUM 115 Critical Thinking 3-0-3

Prerequisites: ENG 095 or RED 090 and ENG 090

This course introduces the use of critical thinking skills in the context of human conflict. Emphasis is placed on evaluating information, problem solving, approaching cross-cultural perspectives, and resolving controversies and dilemmas. Upon completion, students should be able to demonstrate orally and in writing the use of critical thinking skills in the analysis of appropriate texts. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts. This course may meet the SACS humanities requirement for AAS degree programs.*

MAT 140 Survey of Mathematics 3-0-3

Prerequisites: MAT 070, MAT 080, MAT 120, MAT 121, MAT 161, MAT 171, or MAT 175 or appropriate placement test scores
This course provides an introduction in a non-technical setting to selected topics in mathematics. Topics may include, but are not limited to, sets, logic, probability, statistics, matrices, mathematical systems, geometry, topology, mathematics of finance, and modeling. Upon completion, students should be able to understand a variety of mathematical applications, think logically, and be able to work collaboratively and independently. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in natural sciences/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 132 Keyboard Skill Building 1-2-2

Prerequisites: OST 131 or equivalent
This course provides accuracy- and speed-building drills. 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 mailable documents and key timed writings at speeds commensurate with employability.

OST 136 Word Processing 1-2-2

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 137 Office Software Applications 1-2-2

Prerequisites: OST 131 or equivalent
This course introduces the concepts and functions of software that meets the changing needs of the community. Emphasis is placed on the terminology and use of software through a hands on approach. Upon completion, students should be able to use software in a business environment.

OST 141	Med Terms I-Med Office	3-0-3	OST 184	Records Management	1-2-2
<p>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.</p>			<p>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.</p>		
OST 142	Med Terms II-Med Office	3-0-3	OST 223	Machine Transcription I	1-2-2
<p><i>Prerequisites: OST 141</i></p> <p>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.</p>			<p><i>Prerequisites: OST 134, OST 136, and OST 164</i></p> <p>This course covers the use of transcribing machines to produce mailable documents. Emphasis is placed on appropriate formatting, advanced text editing skills, and transcription techniques. Upon completion, students should be able to transcribe documents into mailable copy.</p>		
OST 148	Med Coding Billing and Insur.	3-0-3	OST 236	Adv Word/Information Proc	2-2-3
<p><i>Prerequisite/Corequisite: OST 141</i></p> <p>This course introduces CPT and ICD coding as they apply to medical insurance and billing. Emphasis is placed on accuracy in coding, forms preparation, and posting. Upon completion, students should be able to describe the steps of the total billing cycle and explain the importance of accuracy.</p>			<p><i>Prerequisites: OST 135 or OST 136</i></p> <p>This course develops proficiency in the utilization of advanced word/information processing functions. Topics include tables, graphics, macros, sorting, document assembly, merging, and newspaper and brochure columns. Upon completion, students should be able to produce a variety of complex business documents.</p>		
OST 149	Med Legal Issues	3-0-3	OST 241	Med Ofc Transcription I	1-2-2
<p>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.</p>			<p><i>Prerequisites: MED 121 or OST 141</i></p> <p>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.</p>		
OST 162	Executive Terminology	3-0-3	OST 242	Med Ofc Transcription II	1-2-2
<p>This course is designed to increase and improve proficiency in word usage. Topics include root words, prefixes, suffixes, homonyms, synonyms, and specialized vocabularies. Upon completion, students should be able to use acquired vocabulary skills in the global workplace.</p>			<p><i>Prerequisites: OST 241</i></p> <p>This course continues building machine transcription techniques as applied to medical documents. Emphasis is placed on accurate transcription, proofreading, and use of reference materials as well as continued proofreading/ editing skills and vocabulary building. Upon completion, students should be able to perform competently in preparing accurate and usable transcripts of voice recordings in the covered specialties.</p>		
OST 164	Text Editing Applications	3-0-3	OST 248	Diagnostic Coding	1-2-2
<p>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.</p>			<p><i>Prerequisite: MED 122 or OST 142</i></p> <p>This course provides an in-depth study of diagnostic coding for the medical office. Emphasis is placed on ICD-9-CM codes used on superbills and other encounter forms. Upon completion, students should be able to apply the principles of diagnostic coding in the physician's office.</p>		
OST 181	Introduction to Office Systems	2-2-3	OST 281	Emerg Issues in Med Ofc	3-0-3
<p>This course introduces the skills and abilities needed in today's office. Topics include effectively interacting with co-workers and the public, processing simple financial and informational documents, and performing functions typical of today's offices. Upon completion, students should be able to display skills and decision-making abilities essential for functioning in the total office context.</p>			<p>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.</p>		
			OST 285	Adv Emerg Issu in Med Ofc	3-0-3
			<p><i>Prerequisites: OST 281</i></p> <p>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. Upon completion, students should be able to demonstrate an understanding of advanced medical office procedures and treatments.</p>		

OST 289 Office Systems Mgmt. 2-2-3

Prerequisites: OST 164 and either OST 134 or OST 136

This course provides a capstone course for the office professional. Topics include administrative office procedures, imaging, communication techniques, ergonomics, and equipment utilization. Upon completion, students should be able to function proficiently in a changing office environment.

PSY 150 General Psychology 3-0-3

This course provides an overview of the scientific study of human behavior. Topics include history, methodology, biopsychology, sensation, perception, learning, motivation, cognition, abnormal behavior, personality theory, social psychology, and other relevant topics. Upon completion, students should be able to demonstrate a basic knowledge of the science of psychology. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in social/behavioral sciences.*

SPA 111 Elementary Spanish I 3-0-3

This course introduces the fundamental elements of the Spanish language within a cultural context. Emphasis is placed on the development of basic listening, speaking, reading, and writing skills. Upon completion, students should be able to comprehend and respond with grammatical accuracy to spoken and written Spanish and demonstrate cultural awareness. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts.*