

**Program Planning Guide**  
**Medical Office Administration, Diploma (D25310)**

Program Length: 3 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:**

		Hours				Notes:
		Class	Lab	Clinical	Credit	
<b>1st Semester (Fall )</b>						
OST 137	Office Software Applications	2	2	0	3	
ENG 111	Writing & Inquiry	3	0	0	3	
OST 136	Word Processing	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	
OST 164	Word Processing	3	0	0	3	
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**2nd Semester (Spring)**

BIO 163	Basic A&P	4	2	0	5	
OST 142	Medical Terms II - Medical Office	3	0	0	3	
OST 184	Records Management	2	2	0	3	
OST 247	Procedural Coding	2	2	0	3	
OST 248	Diagnostic Coding	2	2	0	3	
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**3rd Semester (Summer)**

OST 149	Medical Legal Issues	3	0	0	3	
	Communications Elective	3	0	0	3	
OST 243	Medical Office Simulation	2	2	0	3	
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<b>Communications Elective (Choose one)</b>						
COM 110	Introduction to Communication	3	0	0	3	
COM 120	Intro Interpersonal 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 114	Professional Research & Reporting	3	0	0	3	
ENG 115	Oral Communications	3	0	0	3	
ENG 116	Technical Report Writing	3	0	0	3	

Total Semester Hours Credit for Graduation: 44

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## Course Descriptions

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### **BIO 163 Basic Anatomy and Physiology 4-2-5**

This course provides a basic study of the structure and function of the human body. Topics include a basic study of the body systems as well as an introduction to homeostasis, cells, tissues, nutrition, acid-based balance, and electrolytes. Upon completion, students should be able to demonstrate a basic understanding of the fundamental principles of anatomy and physiology and their interrelationships. This course has been approved for transfer under the CAA and ICAA as a premajor and/or elective course requirement.

### **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 Introduction 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 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.

### **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 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.

### **ENG 116 Technical Report Writing 3-0-3**

*Prerequisite: Take one: ENG 110 or ENG 111*

This course, the second in a series of two, introduces layout and design of technical reports used in business and industry. Emphasis is placed on audience analysis, data collection and analysis, technical writing style and organization, oral presentation or technical data, and the appropriate use of graphics in written and oral presentations. Upon completion, students should be able to produce written and oral reports using a variety of technical communication models.

### **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 137 Office Applications I 2-2-3**

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.

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## Course Descriptions

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### **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, pluralize, define, pronounce, and construct sentences with the included terms.

### **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 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.