

MEDICAL OFFICE: CUSTOMER SERVICE REPRESENTATIVE - CERTIFICATE

Career Pathway Certificate of Completion | mhcc.edu/MedicalOffice
(<http://mhcc.edu/MedicalOffice/>)

Faculty Adviser

Kaisa Larson: 503-491-7195 | Room AC2789 | Kaisa.Larson@mhcc.edu

This two-term program prepares students to provide customer service, greeting guests, and patient intake and discharge duties. Course topics also include: speaking and listening skills; record keeping; data entry; multicultural and diversity issues; and rules for health care settings.

Students who complete this program can start entry level work, and return any time to complete a medical receptionist certificate or AAS degree in the program.

Program Outcomes

At the completion of this program, students should be able to:

- Discuss the knowledge and skills required of a medical customer service representative
- Discuss verbal and nonverbal communication, including gender differences, cultural awareness and sensitivity, and the elements of speaking and listening
- Demonstrate good customer service techniques
- Discuss and use medical terminology
- Demonstrate basic proficiency on the computer
- Discuss the basic elements of ICD-10-CM coding
- Differentiate the roles of the health care team, elements of successful leadership and problem-solving strategies

This program is not financial aid eligible. However, the related degree program, Medical Office Specialist AAS, is aid eligible.

Note: A minimum grade of "C" is required in all courses.

First Quarter

Winter		Credits
MO110	Foundational Principles for the Medical Office Team ★	3
MO116	Medical Office Procedures ★	4
BT123A	Keyboarding Skill Development	3
Credits		10

Second Quarter

Spring		
MO117	Hospital Administrative Procedures ★	3
MO214	Building a Professional Portfolio ★	1
MO136	Healthcare Documentation ★	3
Credits		7
Total Credits		17