

# MEDICAL OFFICE: RECEPTIONIST - CERTIFICATE

**Certificate** | mhcc.edu/MedicalOffice (<http://mhcc.edu/MedicalOffice/>)

## Faculty Adviser

**Kaisa Larson:** 503-491-7195 | Room AC2789 | [Kaisa.Larson@mhcc.edu](mailto:Kaisa.Larson@mhcc.edu)

Medical receptionists perform many tasks in a health care setting. They may: manage phones, schedule appointments, explain clinic rules, receive and relay messages, send and receive mail, file reports and insurance forms, pull charts, and maintain the waiting area, plus more. This program prepares students to find jobs in medical offices, hospitals, clinics, insurance firms, and nursing homes.

Students who complete this certificate can go to work, and return any time to complete a Medical Office AAS degree.

## Program Outcomes

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

- Differentiate the roles of the health care team, elements of successful leadership and problem-solving strategies
- Discuss and use medical terminology
- Discuss verbal and nonverbal communication, including gender differences, cultural awareness and sensitivity, and the elements of speaking and listening
- Discuss the knowledge and skills required of a medical receptionist and the basic elements of billing coding
- Complete a professional résumé
- Explain job searches and correct interview techniques
- Demonstrate good customer service techniques
- Use office equipment, electronic medical records and the Microsoft Office suite

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

**For the most part, courses that fulfill general education requirements can be taken in any term. Students should work with the faculty adviser(s) to create a custom academic plan based on course placement levels, career goals, and full time/part time status.**

Admitted students may also log on to Navigate (<https://mhcc.campus.eab.com/home/>) to start the process of building an academic plan based on this major and can notify an adviser for review.

### First Quarter

Fall		Credits
COMM115	Introduction to Intercultural Communication ★	4
M0110	Foundational Principles for the Medical Office Team ★ (must be completed before starting third term courses)	3
M0111	Medical Terminology ★	4
M0230	Medical Coding I: ICD-10-CM ★	3
WR121Z	Composition I ★	4
<b>Credits</b>		<b>18</b>

### Second Quarter

Winter		
CIS120L	Computer Concepts Lab I ★	1
M0116	Medical Office Procedures ★	4
M0140	Understanding Medical Insurance ★	3
M0240	Medical Office Billing I ★	3
M0250	Medical Law and Ethics	3
<b>Credits</b>		<b>14</b>

### Third Quarter

Spring		
BT110	Business Editing ★	3
BT116	Communication Technologies	3
M0117	Hospital Administrative Procedures ★	3
M0136	Healthcare Documentation ★	3
M0141	Patient Advocate for Medical Insurance ★	3
M0214	Building a Professional Portfolio ★	1
<b>Credits</b>		<b>16</b>

### Fourth Quarter

Summer		
CIS125WP	Word Processing ★	3
HE252	First Aid: Responding to Emergencies	3
MTH065 or MTH058	Beginning Algebra II ★ (or higher) or Quantitative Reasoning I	4-6
PSY201	General Psychology ★	4
<b>Credits</b>		<b>14-16</b>
<b>Total Credits</b>		<b>62-64</b>

Exploring **medical reception** as your major? Learn more with MHCC's Career Coach (<https://mhcc.lightcastcc.com/programs/medical-office-receptionist-certificate/209250/?region=Greater%20Multnomah%20County%20Area&radius=100%20miles>), which covers: skills needed for each career, wages, employment rates, and live job postings in the Greater Multnomah County Area.

Careers related to medical reception:

- Receptionists and Information Clerks (<https://mhcc.lightcastcc.com/careers/receptionist-and-information-clerk/?region=Greater%20Multnomah%20County%20Area&radius=100%20miles>)
- Health Information Technologists and Medical Registrars (<https://mhcc.lightcastcc.com/careers/health-information-technologist-or-medical-registrar/?region=Greater%20Multnomah%20County%20Area&radius=100%20miles>)
- Medical Records Specialists (<https://mhcc.lightcastcc.com/careers/medical-records-specialist/?region=Greater%20Multnomah%20County%20Area&radius=100%20miles>)
- Medical Secretaries and Administrative Assistants (<https://mhcc.lightcastcc.com/careers/medical-secretary/?region=Greater%20Multnomah%20County%20Area&radius=100%20miles>)