

MEDICAL OFFICE: RECEPTIONIST - CERTIFICATE

Certificate

Faculty Adviser

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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.

General education courses (such as math, writing, health, etc.) can be taken during any term, or before starting the program.

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
Credits		18

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
Credits		14
Third Quarter		
Spring		
WR227Z	Technical Writing ★	4
M0117	Hospital Administrative Procedures ★	3
M0136	Healthcare Documentation ★	3
M0141	Patient Advocate for Medical Insurance ★	3
M0214	Building a Professional Portfolio ★	1
Arts and Letters (https://catalog.mhcc.edu/degree-certificate-requirements/aaot/#arts-letters)		3-4
Credits		17-18
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
PSY201Z	Introduction to Psychology I ★	4
Credits		14-16
Total Credits		63-66