

Medical Office Assistant Professional Certificate Program

The Medical Office Assistant program provides specialized training in the field of medical support services. Forecasts indicate an ever-growing market for positions in this professional field. Participants complete a series of required courses and any necessary computer courses. Participants may choose to complete additional electives in order to increase versatility and job options.

Upon successful completion of the coursework, participants are qualified for entry-level employment in hospitals, clinics, and physicians offices as a medical secretary, medical office assistant, medical office receptionist, medical services secretary or medical records file clerk. Participants are encouraged to seek internships or work experience while completing coursework to further employment opportunities.

Required Courses

COMM 3200 Healthcare Communication

12 hours/1.2 CEUs/\$175

Learn the essential elements of written and oral communication in healthcare settings. Discussion of appropriate terminology, patient confidentiality, cultural and other influences on healthcare decisions, verbalizing pain, body language and etiquette are included. Participants will role-play to gain confidence in communication skills.

HLTH 3325* Medical Terminology I

24 hours/2.4 CEUs/\$250

Learn to pronounce, write, define and use medical terms properly. Participants gain knowledge of medical terminology and abbreviations through a systems approach, focusing on the integumentary, skeletal, muscular, nervous and cardiovascular systems.

Note: Because the courses concentrate on different systems of the body, levels I and II can be interchanged in order.

HLTH 3330* Medical Terminology II

24 hours/2.4 CEUs/\$250

Learn to pronounce, write, define and use medical terms properly. Participants gain knowledge of medical terminology and abbreviations through a systems approach, focusing on the lymphatic, immune, respiratory, digestive, urinary, endocrine and reproductive systems.

Note: Because the courses concentrate on different systems of the body, levels I and II can be interchanged in order.

HLTH 3400* Medical Office Procedures I

24 hours/2.4 CEUs/\$250

Prepare for a professional medical office position by learning telephone skills, appointment scheduling, patient reception and registration, and proper management of health care information.

Prerequisites: Basic computer skills are needed to complete lab exercises.

HLTH 3405* Medical Office Procedures II

24 hours/2.4 CEUs/\$250

Prepare for a professional medical office position by learning advanced business operations, bookkeeping and payroll, and billing and insurance practices in the medical field.

Prerequisites: Successful completion of HLTH 3400.

HLTH 3430* Medical Transcription I

24 hours/2.4 CEUs/\$250

Learn the basics of taking dictation from notes, tapes and verbal reports, including medical forms, medical case histories and reports. Review basic grammar and rules for formatting.

Prerequisites: Successful completion of HLTH 3325, HLTH 3330 and ITEC 3400.

HLTH 3455* Medical Coding & Billing I

24 hours/2.4 CEUs/\$250

Prepare for a career as a coding and billing specialist by learning the fundamentals of health insurance coverage, the insurance claim cycle and coding diagnosis and procedures. Participants gain hands-on practice in coding insurance claims.

ITEC 3110 Keyboarding I & II Combo

18 hours/1.8 CEUs/\$250

Establish your keyboarding skill and strengthen your foundation through practice and hands on exercises. Emphasis is on good keyboarding technique, touch-typing, and building speed while increasing open text speed and improving accuracy. Course is designed for those with little or no keyboarding experience.

ITEC 3150 Windows I

12 hours/1.2 CEUs/\$175

Learn to work with multiple applications at a time by moving text and graphics. Use the help feature. Practice right mouse functions and keyboard shortcuts. Create, search and find folders and files. Discover basic file management techniques and customize window settings.

ITEC 3400 Word I

16 hours/1.6 CEUs/\$275

Use word processing software to create and edit documents and tables, and format text and paragraphs.

Prerequisites: Successful completion of ITEC 3150 or challenge exam.

Visit our website at <http://workforce.tncc.edu/continuingeducation/classregistration.php> or call (757) 825-2937 or 825-2935 for information on how to register

Course schedule is located on our website. Check current schedule of classes for exact course offerings and explanation of administrative policies, including refund policy.

*College credit may be available for successful completion of these courses. See TNCC advanced standing guide for details.

ITEC 3405 Word II**16 hours/1.6 CEUs/\$275**

Use word processing software to add illustrations and graphics, create a web page, customize documents with styles and templates, merge documents, sort tables and data, and import items from other office software and the Internet.

Prerequisites: Successful completion of ITEC 3400 or challenge exam.

Optional Courses

Participants may select one or more allied health or computer courses to further enhance skills and knowledge.

DENT 3300 Dental Radiology Certification**8 hours/0.8 CEUs/\$195**

The dental radiology certification course is approved by the Virginia Board of Dentistry for certification of dental auxiliaries to use dental x-ray equipment and to perform dental x-ray procedures under the direct supervision of a dentist licensed in Virginia. Students complete a one-day course that includes lecture and practical portions. Topics include x-ray production and characteristics, the important types and use of dental radiographs, radiation biology, rules and regulations, safety precautions and procedures, and an introduction to dental radiographic techniques. **Broaden your medical career options with this certification. You could work in dental and other medical offices with this certification.**

COMM 3100 Effective Business Communication I**6 hours/0.6 CEUs/\$150**

Learn the essential elements of writing business letters, including good news, bad news and persuasive letters. Learn to edit your documents for clarity and conciseness. Develop your verbal communication skills by learning key strategies for communicating in today's fast-paced corporate environment. Prerequisites: Basic computer skills are needed to complete lab exercises.

COMM 3105 Effective Business Communication II**6 hours/0.6 CEUs/\$150**

Continue to enhance your written communication skills by practicing business email format and etiquette, preparing memos and learning the steps to writing business reports and proposals. Refine your verbal communication skills through role playing small group interactions to include the difficult coworker and the problem employee. Learn effective ways to facilitate meetings and prepare for presentations.

Prerequisites: Successful completion of COMM 3100.

HLTH 3300* Human Anatomy & Physiology I**24 hours/2.4 CEUs/\$250**

Study the human body through a systems approach, focusing on the integumentary, skeletal, muscular, nervous and cardiovascular systems.

Note: Because the courses concentrate on different systems of the body, levels I and II can be interchanged in order.

HLTH 3305* Human Anatomy & Physiology II**24 hours/2.4 CEU/\$250**

Study the human body through a systems approach, focusing on the lymphatic, immune, respiratory, digestive, urinary, endocrine and reproductive systems.

Note: Because the courses concentrate on different systems of the body, levels I and II can be interchanged in order.

HLTH 3455* Medical Coding & Billing II**24hours/2.4CEUs/\$250**

Prepare for a career as a coding and billing specialist by learning claim requirements of private insurance, managed care and government insurance programs. Participants continue hands-on practice in coding insurance claims.

Prerequisites: Successful completion of HLTH 3450.

HLTH 3460* Medical Coding and Billing III**24 hours/2.4 CEUs/\$250**

Advanced preparation for a career as a coding and billing specialist to include intensive practice of diagnostic and procedural coding for the evaluation and management, anesthesia and surgical domains of the CPT.

Prerequisites: Successful completion of HLTH 3455.

HLTH 3465* Medical Coding & Billing IV**24 hours/2.4 CEUs/\$250**

Advanced preparation for a career as a coding and billing specialist to include intensive practice of diagnostic and procedural coding for the radiology, pathology/laboratory and medical domains of the CPT.

Prerequisites: Successful completion of HLTH 3460.

ITEC 3500 Excel I**16 hours/1.6 CEUs/\$275**

Use spreadsheet software to build, edit and format worksheets, develop charts, and work with formulas and functions.

Prerequisites: Successful completion of ITEC 3150 or challenge exam.

ITEC 3505 Excel II**16 hours/1.6 CEUs/\$275**

Use spreadsheet software to manage workbooks, process macros, sort and analyze data, and enhance charts.

Prerequisites: Successful completion of ITEC 3500 or challenge exam.



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