GREAT PLAINS TECHNOLOGY CENTER
COURSE OF STUDY

Career Cluster:	Business, Management and Administration (BA)
Career Pathway:	Administrative Support-Medical
Local Program:	Medical Office Administration (BA0020075)
Program Hours:	Secondary Students: 500 Hours Adult Students: 500 Hours
Instructor:	Name: Nicole Metzger Office Number: (580) 250-5613 E-Mail Address: nmetzger@greatplains.edu
Academic Credit:	Secondary Students: 3 high school credits per year – *OK Promise Credit Adult Students: Transcript
Prerequisites:	Typing/Keyboarding

Program Description:
This program prepares students for entry-level employment in a variety of health care facilities. Students learn administrative routines and procedures followed in a medical office including correct medical terminology and advanced computer skills. Medical office accounting procedures, including patient billing and processing medical insurance claims, are covered. Students learn about major insurance programs and federal health care legislation. Students gain skills required for numerous industry-related certifications.

Program Goals:
Students enrolled in this program will be given the opportunity to develop the skills and attitudes needed to successfully enter the world of business according to their personal choice, ability, and resourcefulness.

Upon achieving the goals of this program, students will:
- Become competent in the fundamental skills of the occupation.
- Become qualified for further related education and/or entry into the job market.
- Participate as responsible citizens.
- Develop positive and realistic self-images.
- Develop the ability to work with limited or no supervision.
- Accept and abide by the rules and regulations established by the school and/or place of employment.
- Pass certification exams

Related Career Opportunities:
- Medical Records Assistant
- Medical Secretary
- Administrative Assistant

Program Objectives:
After successful completion of this program, the student will be able to:
- Use proper keyboarding and computer techniques.
- Schedule patient appointments.
- Maintain patient medical records.
- Prepare and file insurance claims.
- Use medical terminology correctly.
- Demonstrate proper office procedures.
- Pass certification exams

Program Course Sequence:
- HS Student and Part-time Adults
- Full-time Adults

DESCRIPTION OF COURSES

Course #	Course Name	HST	HSL	ADT	ADL
BT00182	Fundamentals of Technology (8169*)	40	80	40	80

This course will provide students with the fundamental concepts, principles, and ideas needed to understand how business is operated and managed in a rapidly changing global environment, which is needed for success in careers in business related fields. This course also provides job readiness skills and soft skills that are critical for success in any workplace setting. (This course can be substituted with Business and Computer Tech).

Course #	Course Name	HST	HSL	ADT	ADL
BT00014	Fundamentals of Admin. Technologies (8103*)	40	80	40	80

This course builds on the core business skills and will provide students with the concepts, principles, and attitudes needed to understand how an office is operated and managed in a rapidly changing global environment. State-of-the-art personal computing is integrated throughout the course.

Course #	Course Name	HST	HSL	ADT	ADL
BT00009	Foundations of Medical Office Procedures (9213)	50	115	50	115

As students prepare for a position as a medical office assistant, medical records technician, medical coder, or medical transcriptionist, they will learn administrative routines and procedures followed in a medical office. The importance of complete accuracy and confidentiality in maintaining medical records will be stressed. Some of the areas emphasized in this course will include administrative responsibilities, patient records, advanced word processing, employability skills, finance and management as they apply in a medical office setting.

Course #	Course Name	HST	HSL	ADT	ADL
HL00342	Core Medical Terminology	75	0	75	0

Medical Terminology is designed to develop in the students a working knowledge of the language of medicine. Students acquire word building skills by learning prefixes, suffixes, roots and abbreviations. By relating terms to body systems, students identify proper uses of words in a medical environment. Knowledge of medical terminology enhances students' ability to successfully secure employment or pursue advanced education in healthcare.

Course #	Course Name	HST	HSL	ADT	ADL
BT00110	Program Capstone (Career Major Capstone) (8106*)	5	15	5	15

Internships, project-based instruction and additional industry certifications will be utilized to reinforce skills obtained within any program in the Business, Management, and Administration Cluster. Students will make final preparations for industry certifications as they master outlined competencies. Students will select from various project options to finalize portfolios that highlight skills and certifications.

Program Total:	Theory	Lab	Total
High School Student:	210	290	500
Adult Student:	210	290	500

Evaluation Policy:

Employability Grades (100 points per week; 40% of final grade)
The employability skills grade is based on 20 points per day (which may include: attitude, attendance, safety, punctuality, cooperation, participation, clean-up, class preparation, school/classroom rules, and time management). Points will be deducted if these responsibilities are not met at the instructor's discretion. Students will be allowed to make up unearned employability points for **excused** absences only. Full credit will be given for assignments/tests that have been made up (see Student Handbook).

Performance Grades (40% of final grade)
- Live projects
- Performance or skill tests
- Homework
- Written Assignments

Test Grades (20% of final grade)
- Quarterly Projects
- Tests

Final Grade (9 Weeks Period)
9-weeks grade will be calculated by averaging grades in each category and summing each category according to their assigned weight. Progress reports will be sent to home schools at six and twelve-week intervals each semester as required or requested. Grades are accessible on-line at http://sonisweb.greatplains.edu/studsect.cfm

Grading Scale:
The grading scale as adopted by the Board of Education is as follows:

A	=	90 – 100	W = Withdrawn
B	=	80 – 89	I = Incomplete
C	=	70 – 79	N = No Grade
D	=	60 – 69	
F	=	Below 60	

Make-Up Work Policy:
All Make-Up Work Is The Responsibility Of The Student. Make-up work will be handled as specified in the Student Handbook. Please be sure to read and understand all student policies, especially make-up of assignments, tests and employability due to absences. Students should always arrange for any make-up work with the instructor as per the Student Handbook. Students should keep track of his or her progress and grades.

Attendance Policy:
For specific information related to attendance and tardiness, refer to the Student Handbook. Students should keep a written record of their absences and tardiness.

Course Requirements and Expectations:

The general course requirements and expectations include:

- Career Tech Student Organizations (CTSOs) offer outstanding opportunities for development of leadership and social skills. CTSO membership is part of the curriculum. Therefore, all students are members of their CTSO and are expected to participate in CTSO activities.
- Students are required to interact with a variety of people and must treat all with respect. Malicious gossip, bullying, and negative or taunting comments are prohibited.
- All students must adhere to policies and procedures in the Student Handbook.
- Equipment used in the program includes computers, laser and inkjet printers, scanners, and electronic calculators.
- Students must pass certification exams.
- Students must be able to sit at a computer for the majority of the school/work day.
- Computer literacy is taught in the course, and mastery is imperative for success in the field as most tasks are centered around computers and technology. Medical Office Assistants are often required to help patients and other staff members navigate electronic medical records and patient portals.
- Patience and tolerance are required for the field as well as the ability to work with a wide variety of people from different backgrounds and perspectives.
- Prior to employment in the healthcare field, students should be prepared to pass a background check and a drug test.

Student Behavior Includes:

- Wear the student name badge at all times
- Follow the proper procedure if you are to be absent, tardy or have a school activity
- Abide by the rules in the student hand book, as well as those established inside the classroom
- Be Prompt. Enter the classroom quickly and quietly ready to start the lesson for each day Students who provide their own transportation must arrive at the start of class
- Be Prepared. Ensure that you have all materials needed for each day
- Be Respectful. Disrespect for others and authority will not be tolerated
- Be Responsible. Take responsibility for all of your actions academically as well as socially
- Perform proper shutdown procedures at the end of each class (turn off power to all workstation equipment or as directed, clean individual work area, return books/supplies, etc.)
- Complete homework assignments that may be given.
- Flexibility and willingness to learn are essential.

> NOTE: For additional information or questions regarding the GPTC School policies and procedures, please refer to the Student Handbook and/or the Instructor.

Industry Alignments:

- Microsoft Office Specialist
- National Healthcareer Association (NHA)

Certification Outcomes:

Tier 1 – Certifications Recognized, Administered and/or Endorsed by Industry

- Certiport: MOS: Excel (0145)
- Certiport: MOS: PowerPoint (0146)
- Certiport: MOS: Word (0143)
- Certiport: MOS: Microsoft Access Expert (Office 2019) (0328)
- Certiport: MOS: Microsoft Excel Expert (Office 2019) (0161)
- Certiport: MOS: Microsoft Word Expert (Office 2019) (0147)
- National Healthcareer Association: Certified Medical Administrative Assistant (CMAA) (8778)

CIP Code and SOC Code Crosswalk:
- CIP Code – 51.0710
- SOC Code – 43-6013.00

OCAS program code:
- 9213 – Administrative Support-Medical

OCAS course code:
- 8169 – Fundamentals of Technology
- 8103 – Fundamentals of Administrative Technologies
- 8106 – Program Capstone

Instructional Materials and Supplies:
High school students are not required to purchase textbooks or supplemental materials. Adult students must purchase certain textbooks and all workbooks. The prices listed are approximate and subject to change.

eLearning Curricula:
National Healthcareer Association Certified Medical Administrative Assistant (CMAA) Online Study Guide + Online Practice Test. ($78.00)

TestOut Office Pro 6.2. https://w3.testout.com/. ($27.00)

Typing.com

Textbooks:

Chabner, Davi-Ellen. Medical Terminology: A Short Course 9E (Access Card and Textbook). 978-0-323-82449-1. St. Louis: Elsevier, 2023. ($86.99)*

Potter, Brenda. Medical Office Administration 5E & SimChart for the Medical Office Printed Access Card. 978-0-323-93210-6. St. Louis: Elsevier, 2022. ($220.99)*

*Check-out available †In-class use