MEDICAL OFFICE

The Medical Office Certificate Program at Mount Wachusett Community College provides students with the preparation needed for positions in a variety of healthcare settings. Upon completion of the program, students will have the skills and competencies to pursue an entry-level position in a medical office.

MEDICAL OFFICE CERTIFICATE (MOC)

The Medical Office Certificate program provides students with the skills and knowledge needed in a medical office environment: medical secretarial procedures, medical terminology, accounting, coding and billing, word processing, and medical machine transcription. For more information, please call 978-630-9357.

Year 1

<table>
<thead>
<tr>
<th>Fall</th>
<th>Credits</th>
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<tbody>
<tr>
<td>Cycle I</td>
<td></td>
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<tr>
<td>MAS 105 Introduction to Medical Assisting</td>
<td>2</td>
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<tr>
<td>Full Semester</td>
<td></td>
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<tr>
<td>SOC 150 Cultural Awareness</td>
<td>3</td>
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<tr>
<td>ENG 101 College Writing I</td>
<td>3</td>
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<tr>
<td>MAS 130 Medical Terminology and the Body Systems</td>
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<tr>
<td>Spring</td>
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<tr>
<td>Cycle I</td>
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<tr>
<td>MAS 230 Finance Practice Management</td>
<td>4</td>
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<tr>
<td>Full Semester</td>
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<tr>
<td>BUS 112 Introduction To Customer Relations</td>
<td>3</td>
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<tr>
<td>MAS 180 Advanced Medical Administrative Procedures</td>
<td>4</td>
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<tr>
<td>MAS 211 Externship Experience for Medical Office Certificate</td>
<td>3</td>
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<tr>
<td>Total Credits:</td>
<td>26</td>
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See the Medical Office general information for technical standards.

Helpful hints

Students will benefit from having some ability in mathematics and being detail-oriented. Technology is integrated into all aspects of attending college in the 21st century. Students are expected to have proficient computer skills and the ability to access the internet via desktop/laptop computer or tablet. Internet access may be from home or through a public site such as a local public library, public college or at any Mount Wachusett Community College campus.

Transfer options

This program is intended for immediate career entry. Courses completed as part of this certificate program can be applied to the Medical Assisting Certificate and/or Degree.

Special requirements

Students must have excellent oral and written communication skills as well as keyboarding skills or the ability to acquire them. Technical standards must be met with or without accommodations.

Students seeking to participate in MAS 211 Externship Experience for Medical Office Certificate may be subject to meeting additional technical standards and requirements which may include immunizations, CPR certification, health insurance, liability insurance, a Criminal/Sexual Offender Records Information (CORI/SORI) check, fingerprinting, and drug testing. Some of these may be done at the student’s expense.

Career options/Earning potential

For career options, please click here. (https://mwcc.emsicareercoach.com/#action=loadSearchResults&Search=Medical +Office&SearchType=occupation&EdLevel=all)

Gainful Employment Program Disclosure Information

For gainful employment information, please click here. (http://mwcc.edu/gedt/moc)
PROGRAM STUDENT LEARNING OUTCOMES

Upon graduation from this program students shall have demonstrated the ability to:

- Clerical functions
- Bookkeeping procedures
- Special accounting entries
- Insurance claims
- Fundamental principles
- Communication
- Legal concepts
- Patient instruction
- Operational functions

TECHNICAL STANDARDS ¹ FOR MOC

¹ For general information about technical standards and accommodation, see Technical Standards. (http://catalog.mwcc.edu/academicresources/academicandgradingpolicies/technicalstandards)

Students entering this program must be able to demonstrate the ability to:

- Comprehend textbook material at the 11th grade level.
- Communicate and assimilate information either in spoken, printed, signed, or computer voice format.
- Gather, analyze, and draw conclusions from data.
- Be able to type 30 words per minute for three minutes with three or fewer errors using the "touch" method of typing.
- Read typewritten text and patient data from a computer screen with or without corrective devices.
- Communicate with patients and staff in the English language.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Possess hearing with or without corrective devices to be able to transcribe medical dictation from recorded media.
- Comprehend and respond to the spoken word of all age-specific groups.
- Function without causing harm to self or others if under the influence of prescription or over-the-counter medications.
- Function without causing harm to others. This would include situations that may result from chronic mental or physical conditions.
- React quickly, both mentally and physically.
- Work as a member of a team.
- Exhibit social skills appropriate to professional interactions.

MAS 102. Medical Terminology. 3 Credits.
This course provides students with a clear understanding of medical vocabulary. A workbook-text format is used to develop word-building activities that guide students through exercises that teach and reinforce medical terminology. Numerous and varied activities challenge students to understand and remember the significant concepts of medical word building. The online Medical Language Lab and the DavisPlus Resource Center provide reinforcement of pronunciation, spelling, definition of medical words, and basic anatomy and physiology of the body systems. Prerequisites: ENG 098, FYE 101, RDG 098, or placement.

MAS 105. Introduction to Medical Assisting. 2 Credits.
This course provides a foundation of the administrative skills required to function as an entry-level medical assistant in an ambulatory care facility. Focus is placed on psychological, social, and developmental concepts applicable to caring for individuals and families in a variety of healthcare settings. Students will be introduced to administrative functions, telephone techniques, appointment scheduling, patient reception and processing, and legal concepts affecting patient care, drug regulations, and employment. Students will develop interpersonal communication and organizational skills to work professionally in a medical office. Emphasis is placed on high standards of ethics in relation to the patient and profession. Prerequisites: ENG 098, FYE 101, RDG 098.

MAS 130. Medical Terminology and the Body Systems. 4 Credits.
This course is designed to provide students with a clear understanding of medical vocabulary. It offers an introduction to medical terms through an analysis of their construction (prefix, suffix, root, and combining forms.) A workbook-text format is used to help understand the theory of word building. Numerous and varied interactive activities challenge the student to understand and reinforce
MAS 180. Advanced Medical Administrative Procedures. 4 Credits.
This course will provide additional administrative skills that will allow students to function more effectively in the administrative area of a medical facility. Among the topics included will be advanced communication skills to analyze the needs of the patient, basic database management, templates, creating and analyzing reports, tables, and graphs. Each topic will be further explored in lab utilizing case studies. Prerequisites: MAS 105, MAS 230 (or corequisite). Spring.

MAS 201. Medical Machine Transcription. 3 Credits.
This is a beginning medical transcription course designed to provide students with a working knowledge of the transcription of medical reports. Medical reports will be transcribed from ten individual case studies, each of which concerns a specific system of the body. The case studies have been taken from hospital medical records. The medical reports included are history and physical examinations, radiology reports, operative reports, pathology reports, requests for consultation, discharge summaries, and death summaries. Prerequisites: EOA 106 or placement; MAS 130. Spring.

MAS 206. Medical Assisting Lab Procedures. 4 Credits.
Students are introduced to clinical laboratory aspects of medical assisting and learn to perform the following: use quality control principles during patient specimen collection and instrument and reagent preparation; prepare and maintain quality control records; perform and record results for basic hematologic, chemistry, serologic, and microbiologic tests; collect and label biological specimens including blood, urine, stool, sputum, throat, and vaginal; process, prepare, store, deliver and dispose of specimens along with collection equipment; and use universal precautions and laboratory safety protocols. Three hours lecture and two hours lab per week. Prerequisites: MAS 105, 130, 207, and 208 successfully completed with a grade of C+ or better. Spring.

MAS 207. Medical Assisting Clinical Procedures. 4 Credits.
Students will learn to perform clinical duties which include: apply aseptic technique with infection control; perform selected tests that aid with diagnosis and treatment; prepare and administer medications; take vital signs; recognize emergencies; prepare/maintain treatment areas; interview and take patient history; prepare patient for procedures; run electrocardiograms and record results; assist with exams and treatments; screen and follow-up test results; and maintain records. Three hours lecture and two hours lab per week. Prerequisites: ENG 098, FYE 101, RDG 098 or placement. Corequisites: MAS 105, 130. Fall.

MAS 208. Principles Of Pharmacology. 2 Credits.
This course examines current and commonly used practices, procedures, medications, and drug preparations. Emphasis is placed in three areas: medication calculations; drug book usage; and the effects of drugs on the body systems. Instruction on the system of measurements and conversions used to calculate medication dosages will be provided. The use of a drug book will be taught with emphasis on drug classifications, routes of administration, drug preparation, and patient education. Discussion on the effects of drugs on the body systems will include interactions and vitamins and supplements. Additional topics will include safety protocols, compliance with drug regulations, and quality control of prescription requests. Students will apply critical thinking regarding patient assessment and develop skills for effective patient communication, care, and education. Prerequisites: MAS 130 (or corequisite); MAT 092 or placement. Fall.

MAS 209. Medical Legal Concepts, Practices, And Ethics. 3 Credits.
This course prepares students to work in a medical office. All aspects of medical employment are explored from new laws relevant to the medical office to OSHA, DEA, CDC, and HIPAA regulations most important to medical office workers. Prerequisites: ENG 098, FYE 101, RDG 098 or placement. Spring.

MAS 211. Externship Experience for Medical Office Certificate. 3 Credits.
This externship experience will allow student to apply knowledge, perform administrative procedures and develop professional attitudes for interacting with other professionals and healthcare consumers. Placements include actual medical offices, clinics, and/or healthcare facilities. The field experience, seminar and certification review will equal 120 hours. Students are expected to complete a minimum of 15 hours/week at the externship site. Prerequisites: MAS 105, MAS 130, MAS 180, MAS 230, ENG 101 and SOC 150. Corequisite: BUS 112. Spring.

MAS 230. Finance & Practice Management. 4 Credits.
This course provides a foundation of the financial and additional administrative skills required in an ambulatory care facility. Students will gain knowledge and experience with both paper and electronic medical records. This course is designed to provide students with a clear understanding of scheduling and bookkeeping. The regulations of various medical insurances, including Medicare, Medicaid, and Workman’s Compensation will be presented. Students will learn and complete procedural and diagnostic coding and
medical billing. There is a lab component to this course. The lab will consist of EHR exercises, medical coding case studies, and office simulations. Upon completion of this course, students will be able to function effectively within the administrative area of a medical facility. Prerequisite: MAS 105.

MAS 240. Medical Assisting Seminar. 2 Credits.
This course is designed to help students integrate knowledge from across the medical assisting curriculum in preparation for the Certified Medical Assistant (CMA) exam. Students will integrate and apply both administrative and clinical knowledge, theory and understanding from their previous course work in the medical assisting program. The HESI application from Elsevier will be used for initial testing, individualized remediation for each student will be provided, and an exit exam will be conducted. They will be tested on their administrative, clinical and general medical knowledge. Areas that will be tested include: office and financial management, diagnostic and treatment services, pharmacology, and laboratory services, medical terminology, anatomy, physiology and healthcare law and ethics. Study and test taking techniques will be reviewed and practice sessions for the exam will be available. Registration is restricted to students who are preparing to take the CMA exam. Prerequisites: MAS 130, MAS 206, MAS 207, MAS 208, and MAS 230 successfully completed with a grade of C+ or better. Spring.

MAS 250. Externship. 4 Credits.
This externship will provide supervised placement in a non-classroom setting at a health-care facility, medical office or other appropriate site. This experience will enable the student to synthesize and apply concepts and skills learned in the Medical Assisting program. This externship consists of a minimum of 160 hours of unpaid, supervised experience at an approved clinical site of Mount Wachusett Community College. The experience is to be divided as 40 administrative hours and 120 clinical hours. This will allow the student to be involved in the total environment of a health care facility. In addition, there will be an online component to this experience. Enrollment requires permission of the MA program director, CORI/SORI check, up-to-date health requirements, and provider/professional level CPR. An appointment with the program director is required both before and after the externship. Prerequisites: MAS 105, MAS 130, MAS 206, MAS 207, MAS 208, MAS 230 successfully completed with a grade of C+ or better. Corequisite: MAS 240. Spring.