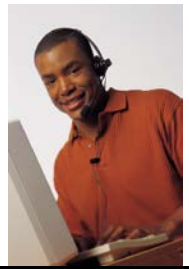




# Medical Receptionist Medical Administrative Support

## Available as Online Programs



### GENERAL INFORMATION

Employment opportunities for trained medical receptionists and medical administrative support personnel are expected to experience faster than average growth. Employment is generally found in hospitals, doctors' offices, clinics, and other medical-care facilities.

Good English, oral and written communication skills, excellent human relations skills, and a typing speed of at least 40 words per minute for medical receptionists and 60 words per minute for medical administrative support personnel are strongly recommended for successful job placement.

If you are interested in working in an office environment in the medical field, consider these three options:

**Medical Receptionist** – Certificate, 43 credits. Courses focus on basic office skills and customer service, medical terminology, and document handling procedures for a medical office.

**Medical Administrative Support** – Certificate, 75 credits. This certificate includes courses for the Medical Receptionist Certificate, as well as advanced training in medical office procedures and computer applications.

**Business Technology** – Associate in Technical Arts (ATA) Degree, minimum 90 credits. By completing the Medical Administrative Support Certificate (above) and additional credits in English and electives, the associate degree may be earned.

These certificates and degrees are designed to provide the expertise to prepare you to enter successfully into the workforce. The options described within this guide are generally not designed for transfer to a baccalaureate institution. However, Central Washington University offers a bachelor of Applied Science in Information Technology and Administrative Management (ITAM) on the EvCC campus that accepts the Associate in Technical Arts degree. For more information go to [www.uceverett.org](http://www.uceverett.org)

### FLEXIBLE CLASS SCHEDULING

Do you need to fit your educational goals into a busy family and/or work schedule? Classes offered through EvCC's Business Technology Department are scheduled to allow students to complete these certificates and the ATA degree during evening hours and online. Please consult closely with an advisor if you wish to take evening or online courses to map out your plan to complete certificate and degree requirements.

### RELATED PROGRAMS

EvCC's Business Technology Department offers a variety of programs for students interested in preparing for the business office environment. Please consult other curriculum guides for these programs:

- Medical Transcriptionist (Certificate)
- Medical Coding (Certificate)
- Medical Billing Specialist (Certificate)
- Legal Office Assistant (Certificate)
- Administrative Support (Certificate)
- Office Support (Certificate)
- Virtual Assistant (Certificate)
- Business Technology (ATA Degree)

### PROGRAM ADVISORS

It is essential to follow program advisor guidance for this program. Please contact one of these EvCC advisors to help you select which degree or certificate pathway to follow and to map out your program of study.

Pat Stettler	OLY 223	425-388-9247	<a href="mailto:pstettler@everettcc.edu">pstettler@everettcc.edu</a>
Kathy Kneifel	OLY 215	425-388-9155	<a href="mailto:kkneifel@everettcc.edu">kkneifel@everettcc.edu</a>

If there is no answer, please call the division office at 425-388-9584.

### GETTING STARTED AT EVCC

Enrollment Services provides information about application, orientation and registration to new and continuing students. All prospective students are invited to contact the Educational Planning Center if they would like to speak one to one with an educational planner about getting started at EvCC. Contact:

- Enrollment Services, Jackson Center  
425-388-9219, [admissions@everettcc.edu](mailto:admissions@everettcc.edu)
- Educational Planning Center, Third Floor, Parks, 425-388-9339

# NOTES FOR ALL CERTIFICATES AND DEGREES

- ◆ (PR) indicates the course has a prerequisite or corequisite. (HR/IC) indicates the course includes human relations and interpersonal communications. (CS) indicates computation skills. (WS) indicates writing skills.
- ◆ The courses are listed in a suggested sequence to assist students in planning for one or more quarters. This sequence assumes full-time enrollment and successful completion each quarter. Part-time students may find their course pattern to be different.
- ◆ **EvCC does not offer every course each quarter.** Please consult the Class Schedule and with a program advisor to plan course selection.

- ◆ Waivers for any of the required courses may be considered on the basis of verifiable evidence of previously acquired skills. Such waivers can be granted only by one of the program advisors listed in this curriculum guide. A waiver does not excuse the student from the requirement to earn the minimum required credits. Courses waived must be replaced with recommended elective courses.
- ◆ To earn a certificate or degree, each course must be completed with a grade of C or higher, excluding credits in English, Humanities, Natural and Social Science.

**Certificates and Degrees:** Students should meet with a program advisor and maintain their certificate or degree checklist while at Everett Community College. The quarter before expected completion, this checklist should be submitted with a diploma application to the Enrollment Services Office. A full description of the College's requirements for earning a certificate or degree is contained in the College catalog.

## MEDICAL RECEPTIONIST - CERTIFICATE

Student Name: \_\_\_\_\_ Advisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Quarter Completed</u>	<u>Grade</u>
HLTH 100	Medical Terminology	5	_____	_____
BT 105	Keyboarding Speed and Accuracy (PR)	3	_____	_____
BT 115	Records Management	5	_____	_____
CL 101	Computer Literacy (CP)	5	_____	_____
BT 180	Principles of Medical Insurance	5	_____	_____
BT 181D	Diversity in Law and Ethics for Health Care Occupations (D)	5	_____	_____
BT 182	Medical Office Reception (PR) <b>Offered Winter Only</b>	5	_____	_____
BUS 165	Service Essentials for Business (HR/IC)	5	_____	_____
BT 162	Job Search/Prof. Development (HR/IC)	5	_____	_____
<b>MINIMUM REQUIRED CREDITS:</b>		<b>43</b>	<b>grade of C or higher required in all classes</b>	

**ELECTIVES:** Students who need additional credits to complete endorsement or certificate requirements must choose from this list. Other courses may be substituted with approval from one of the Business Technology advisors.

<u>Course Number</u>	<u>Course Title</u>	<u>Course Number</u>	<u>Course Title</u>
ACCT 110	College Bookkeeping	BT 219	MS Word
BT 100	Beginning Keyboarding/Typing	BT 252	Internship
BT 240	Access	BUS 104	Business English
BT 242	Excel	HLTH 140	First Aid for Health Professionals
BT 199	Special Projects	PEHW 201	Emergency Response – American Red Cross

# MEDICAL ADMINISTRATIVE SUPPORT - CERTIFICATE

Students should meet with a program advisor and maintain this certificate checklist while at Everett Community College. Students must bring this checklist to all advising sessions. The quarter before expected completion, this checklist should be submitted with a diploma application to the Enrollment Services Office. A full description of the College's requirements for earning a certificate or degree is contained in the College catalog.

**Student Name:** \_\_\_\_\_ **Advisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Quarter Completed</u>	<u>Grade</u>
HLTH 100	Medical Terminology	5		
CL 101	Computer Literacy (CP)	5		
BUS 104	Business English (WS)	5		
BUS 130	Business Computations (PR) (CP) (CS)	5		
BT 180	Principles of Medical Insurance	5		
BT 219	Introduction to MS Word (PR) (CP)	5		
BUS 110D	Business Communications (PR) (HR/IC) (WS) (D)	5		
BUS 165	Service Essentials for Business (HR/IC)	5		
BT 182	Medical Office Reception (PR) <b>Offered Winter Only</b>	5		
BT 115	Records Management	5		
BT 181D	Diversity in Law and Ethics for Health Occupations (D)	5		
BT 242	Excel (PR) (CP) (CS)	5		
BT 162	Job Search/Professional Development (HR/IC)	5		
BT 240	Access (PR) (CP)	5		
BT 261	Advanced Office Procedures (PR) (CP) (HR/IC)	5		

**MINIMUM REQUIRED CREDITS: 75 grade of C or higher required in all classes**

**ELECTIVES:** Students who need additional credits to complete endorsement or certificate requirements must choose from this list. Other courses may be substituted with approval from one of the Business Technology program advisors.

<b>Course Number</b>	<b>Course Title</b>	<b>Course Number</b>	<b>Course Title</b>
ACCNT 110	Small Business Accounting	BT 229	Advanced Microsoft Word
BT 100	Beginning Keyboarding/Typing	BT 252	Internship
BT 130	Editing and Transcription	BUS 105	Small Business Essentials
BT 199	Special Projects	HEALTH 140	First Aid for Health Professionals
BT 105	Keyboarding – Speed & Accuracy	PEHW 201	Emergency Response – American Red Cross

# BUSINESS TECHNOLOGY ASSOCIATE IN TECHNICAL ARTS DEGREE

This checklist is targeted at students with an interest in earning an **ATA in Business Technology**. It should be maintained by the student while at Everett Community College. Students must bring this checklist to all advising sessions. The quarter before expected completion, this checklist should be submitted by the student, with a diploma application, to the Enrollment Services Office. All degree requirements are listed in the Catalog, including the completion of at least 90 credits, with a minimum cumulative 2.0 GPA.

**Student Name:** \_\_\_\_\_ **Advisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

- COMPLETION** of the Medical Administrative Support Certificate requirements: **75 credits**
- COMPLETION** of Human Relations requirement (BUS 110D). **5 credits**
- COMPLETION** of Business 130 (Business Computations) or other advisor approved Math course. **5 credits**

- COMPLETION** of Diversity Course  
(See Note A below) \_\_\_\_\_  
Where completed/Course Title \_\_\_\_\_ Year Completed \_\_\_\_\_ Grade \_\_\_\_\_

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Quarter Completed</u>	<u>Grade</u>
<b>Communication Skills (5 credits)</b>				
ENGL 098 or ENGL& 101	_____	5	_____	_____
<b>Electives from list below (10 credits)</b>				
_____	_____	5	_____	_____
_____	_____	5	_____	_____

**MINIMUM REQUIRED CREDITS: 90** Minimum grade of C required in all HLTH, BT, CIS, CL, and BUS courses

Note A: The Diversity requirement may be satisfied by completing BT 181D or BUS 110D.

<b>Course Number</b>	<b>Course Title</b>	<b>Course Number</b>	<b>Course Title</b>
ACCT 110	Small Business Accounting or	BT 252	Internship
BT 100	Beginning Keyboarding	BUS 105	Small Business Essentials
BT 130	Editing and Transcription	HLTH 140	First Aid for Health Professionals
BT 199	Special Projects	HLTH 155	Spanish for Health Professionals
BT 229	Advanced Microsoft Word	PEHW 201	Emergency Response – American Red Cross
BT 105	Keyboarding – Speed & Accuracy	BT 243	Advanced Excel Applications

*Everett Community College does not discriminate on the basis of race, religion, creed, color, national origin, age, sex, sexual orientation, marital status, the presence of any physical, sensory or mental disability, genetic information or status as a disabled or Vietnam era veteran in its program and activities, or employment. The Vice President of Instruction and Student Services has been designated to handle inquiries regarding student-related non-discrimination policies and can be reached at 2000 Tower Street, Everett, WA 98201, or by phone at (425)388-9216. The Vice President of Administrative Services/Human Resources has been designated to handle employment-related inquiries regarding the non-discrimination policies and can be reached at 2000 Tower Street, Everett, WA 98201, or by phone at (425)388-9232. This publication is effective AUGUST 2010. The College reserves the right to change courses, programs, degrees and requirements. It is the student's responsibility to be aware of correct information by routinely checking with Enrollment Services and/or the advisors listed in this publication. Requirements applicable to all certificates and degrees are published in the College Catalog. Nothing contained herein shall be construed to create any offer to contract or any contractual rights.*

For more information, call 425-388-9219, Everett Community College, 2000 Tower Street, Everett, WA 98201, [www.everettcc.edu](http://www.everettcc.edu)