

Medical Office Administration Certificate – 381F
Requirements Effective Fall 2017
Program Planning Guide

Program Description: The Medical Office Administration certificate is a step into a variety of front office positions. Employment opportunities are available in medical offices, dentist offices, insurance companies, home health services, injury law offices, and other health-related organizations.

Prerequisites: Many classes have prerequisites. Prerequisites are those classes that prove eligibility for entry-level classes by testing or by having satisfied prior course work. Course work earned at other institutions must be unofficially evaluated or approved by a program advisor before registering. Courses in this degree with prerequisites are marked with an asterisk (*). See catalog for more information.

Required GPA: While in this program you are required to have a 2.4 (80%) in all classes.

Prerequisites for Medical Office Administration:

- A high school diploma, GED, or min. 18 years of age
- ENGL&101 or ENGL&230
- AMA 117 Medical Terminology

Recommended Classes:

- BUS169: Using Computers in Business 1, if you feel you need to update your computer skills
- BUS236: Interpersonal Communication in the Workplace

Note: applicant should have oral English skills sufficient to communicate accurately with others in the medical fields. Prerequisite courses must have been completed within the last ten (10) years. Work experience, and transfer of credits may result in course waivers, credit transfer, and advanced placement.

Program Requirements		
Course Number	Certificate Requirements (credits)	Credit Hours
CMA 101	Introduction to Medical Assisting	5
CMA 102	Fundamentals of Administrative Medical Assisting	4
CMA 104	Billing and Coding Procedures	5
AMA 230	Medical Office Management	3
ACCT 110	Introduction to Accounting/Bookkeeping 1	5
ACCT131	Quick Books	5
AMA 236	Credentials/Employment/Externship	5
(excluding pre-requisites) Total Credits: 32		

Program Outcomes:

At the completion of this certificate, students will be able to:

- Recognize, employ and respond with verbal and non-verbal communication as required and expected for an entry level medical office professional
- Recognize, respond and identify to legal and ethical issues as required and expected for an entry level medical office professional
- Educate, advocate and collaborate with patients and the health care team within the scope of practice as required and expected for an entry level medical office professional
- Demonstrate the ability to perform operational functions, routine maintenance and quality control of administrative and clinical equipment using computer and other electronic techniques to support office operations.
- Perform administrative procedures that include scheduling, third party and managed care policies, bookkeeping, billing and collection, as well as performing procedural and diagnostic coding as required and expected for an entry level medical office professional

What Skills do I need to be successful in this field? (www.onetonline.org)

- Organizational Skills
- Active Listening
- Computer Efficiency

What are some potential job titles?

- Medical Administrative Assistant
- Medical Records
- Patient Services Representative

Wages, employment trends and pathways? www.onetonline.org

- Median wages for 2016 \$16.22 hourly, \$33,700 annually in the Seattle area
- Projected growth from 2014-2024 faster than average at 14%
- Return to school to become a Medical Assistant
- Return to school for an Associate's degree then to a Bachelors in Healthcare Administration

Suggested Course Sequence: This program of study is outlined by quarter, and courses should be taken in the indicated sequence. However, it should not be concluded that students will always proceed through their program of study exactly as prescribed here. The number of quarters listed here is minimal. Not all courses are offered every quarter. Individual student experiences, educational and training background, personal schedules and demands all may affect the time it takes to finish this program.

1st quarter: AMA 117, ENG&100, BUS 169

2nd quarter: CMA 101, CMA 102, ACCT 110

3rd quarter: CMA 104, AMA 230 ACCT 131

4th quarter: AMA 236

Externship is possible but not required

Program Contact: Francie Mooney, CMA (AAMA)

206-934-6067, francie.mooney@seattlecolleges.edu

Website: <https://northseattle.edu/certificates/medical-office-administration>