

Madison Area Technical College

Basic Medical Reception Skills Certificate

Effective: 2012-2013

Program Number: 90-106-4

Certificate

Business Technology Program Cluster

School of Agriscience and Technologies

Certificate courses are offered at Madison; most courses are also offered at the Fort Atkinson, Watertown, and Portage campuses and online.

For information call: (608) 246-6800 or
(800) 322-6282 Ext. 6800

About the Certificate

Clerical jobs are among the top five occupations for projected growth nationally. Madison College has developed this certificate to help you get hired, promoted or to update your skills by providing basic medical reception skills used in today's modern medical offices. Full- and part-time positions are available in small and large healthcare organizations throughout Wisconsin and the United States. Typical working hours in this occupation are weekday business hours, generally 8:00 a.m. to 5:00 p.m., with some variation.

The skills obtained in the Basic Medical Reception Skills Certificate may be applied to the Medical Administrative Specialist Associate in Applied Science degree program and the Medical Transcription Technical Diploma program. In addition, many of the certificate credits may be applied to other programs at Madison College.

This certificate is available to those working full time seeking skills to change careers. Current Madison College students may complete this certificate in conjunction with their existing course work. Courses are available both online and in the classroom.

Students who successfully complete this certificate typically earn \$9.50 to \$13.00 per hour based on their experience and other job skills.

Certificate Application Process

To apply, see: [Apply Online](#) (on the Madison College website). [Create an ApplyWeb account](#) and follow the [instructions](#) to complete the [Online Certificate Application](#) before the [application deadline](#). Submit the \$15 non-refundable fee (payable by credit card, debit card or electronic check) with your application. Applicants may submit more than one certificate application per term using the Online Certificate Application; the same fees apply for each additional application.

Unique Requirements for Completion

The certificate will be awarded upon completion of the requirements with a minimum of a 2.0 grade average and no course grade lower than a C. The certificate will be awarded when completion of all requirements is verified after the semester the last course has been completed.

No more than 50% of the certificate credits may be through an advanced standing.

Curriculum

Courses	Credits	Hrs/week	
		Lec	Lab
10-106-101 Keyboarding Introduction	1	0	2
10-103-123 Windows 7	1	0.75	2.25
10-103-137 Word-Beginning	1	0.75	2.25
10-103-133* Excel-Beginning	1	0.75	2.25
10-106-139 Keyboard Skillbuilding	1	0	2
10-106-164 Customer Contact Skills	1	0.75	2.25
10-106-178 Medical Language for the Business Professional 1*	2	2	0
10-106-165 Medical Office Procedures	3	3	0
Total	11		

*Course offered in fall semester only.

Courses are listed in suggested sequence.

Microsoft® is a registered trademark of the Microsoft Corporation.



Courses

10-103-123 Windows 7 1 credit

Introduces the Windows 7 operating system: work with common elements (windows, menus, toolbars, panes, dialog boxes and Help), use accessory programs, manage files/folders, customize using the Control Panel and maintain the computer.

10-103-133 Excel-Beginning 1 credit

Introduction to Excel spreadsheet software. Create, edit, save, format, print, perform calculations, copy/move text and formulas, create charts, create complex formulas and expand use of functions. Prerequisite: Competency in Windows

10-103-137 Word-Beginning 1 credit

Introduction to Microsoft's word processing software. Create, edit, save, format and print basic documents; cut/copy/paste and find/replace text; apply font styles and effects; add bullets and numbering; work with tabs and indents; align text; apply borders and shading; use wizards and templates to produce documents; insert headers/footers; apply different formatting to document sections; create columns; insert Clip Art. Create and format tables, modify rows and columns, perform calculations, sort table data, customize tables. Prerequisite: Competency in Windows

10-106-101 Keyboarding Introduction 1 credit

Learn computer keyboarding (alphabetic and numeric keypad) using proper technique; develop speed and accuracy.

10-106-139 Keyboard Skillbuilding 1 credit

Identify keyboarding weaknesses through diagnostic tests and analyses. Refine keyboarding technique, increase speed and improve accuracy through individualized corrective practice. Student must be able to touch type, which is defined as using the correct key reaches and not looking at the keys while typing, at a minimum rate of 20 words per minutes.

10-106-164 Customer Contact Skills 1 credit

Identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Examine how technology impacts customer service, examine the impact on service breakdowns, and examine campaigns for customer loyalty.

10-106-165 Medical Office Procedures 3 credits

This class is designed to emphasize administrative procedures in the electronic medical office environment. Competencies include: Communication, reception, appointment scheduling, records management, telephone procedures, daily transactions, medical billing and collecting, insurance and coding basics, composing routine business correspondence, keeping an inventory of supplies, meeting management, and travel itineraries. Prerequisite/co-requisite: Word-Beginning, 10103137; Medical Language for Business Professionals 1, 10106178; AND sufficient scores on the COMPASS test to allow for enrollment in 10801195 Written Communication; or completion of or concurrent enrollment in Written Communication or English 1.

10-106-178 Medical Language for the Business Professional 1 2 credits

This course is designed to give the beginning business student an insight into medical language. Students will explore how medical terms are formed, become familiar with the meaning of many word roots, prefixes, and suffixes, and spell, define, and pronounce many medical terms by understanding word components. Students will also exhibit mastery in the use of medical dictionaries and reference materials. Fundamentals will be discussed as they relate to evaluation of health practices by body system and by the body as a whole.

Career Potential:

- Medical Receptionist
- Medical Appointment Scheduler
- Department/Clinic Assistant-Associate
- Medical Customer Service Representative

With advanced training, students may find employment as:

- Medical Administrative Specialist
- Medical Transcriptionist
- Medical Billing Specialist
- Medical Word Processing Operator
- Department/Clinic Assistant – Objective, Senior
- Health Unit Coordinator
- Medical Coding Specialist

More detailed and updated information on this program may be available at: madisoncollege.org. The college reserves the right to make changes in the regulations and courses announced in this publication without notice.

Madison Area Technical College provides equal opportunity in education and employment.

Rev. 03/12