

# Office Assistant, Medical - Level I

13-credit Technical Certificate

## About the Certificate

Need to gain a skill set for a new career in a short length of time? The Office Assistant, Medical certificates can give skills needed to start in a new career or give added expertise for a current job.

## What is a Technical Certificate?

A WCTC technical certificate provides an excellent means for those already employed in business to cross train or to expand their knowledge through short-term training opportunities.

For more information, call 262.691.5200.

## Office Assistant, Medical - Level I Required Courses

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| <b>104-191 Customer Service Management</b>  | <b>3</b> |
| Explore the skills, attitudes, and thinking patterns required to manage customer satisfaction and loyalty. Develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing customer needs. |          |
| <b>106-100 Keyboarding Prof Requirement</b>   | <b>1</b> |
| Through this open-entry, open-exit course, build keyboarding speed and accuracy to meet an  |          |

## Required Courses

## Credits

### First Semester

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|-------------------------------|---------------------------------|-----------|
| 104-191                       | Customer Service Management     | 3         |
| 106-100                       | Keyboarding Prof Requirement    | 1         |
| 106-105                       | Document Processing and Editing | 3         |
| 106-110                       | Microcomputer Bus Apps I        | 3         |
| 501-101                       | Medical Terminology             | 3         |
| <b>Total semester credits</b> |                                 | <b>13</b> |

*Curriculum is current as of catalog printing.*

*The ability to complete a full certificate may be affected by low enrollment.*

employment or school requirement. Students will take a timed test on the first day to determine their current speed and accuracy, and then follow a personalized curriculum of textbook material and practice drills. Exit the course once desired level of keyboarding proficiency is achieved.

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| <b>106-105 Doc Processing and Editing</b>   | <b>3</b> |
| Develop listening, proofreading, and language skills, including word usage, spelling, and punctuation. Learn to format documents and edit and proofread work from various business and professional areas. Produce accurate letters, memoranda, tables, and reports from dictation. Gain proficiency in voice recognition software. Prerequisites: Keyboarding 35 WPM |          |

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| <b>106-110 Microcomputer Bus Apps I</b>  | <b>3</b> |
| Gain an overview of Microsoft Office software and its five major applications: Microsoft Word, Excel, Access, PowerPoint, and Outlook. Also gain an understanding of Windows operating system and Internet Explorer. Successful course completion will assist in the preparation for core MOS certification. |          |

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| <b>501-101 Medical Terminology</b>  | <b>3</b> |
| Develop an understanding of medical terminology by breaking related words into prefixes, root words, and suffixes. Practice the formation, analysis, and reconstruction of terms, and learn correct spellings, definitions, and pronunciations. Become familiar with the operative, diagnostic, therapeutic, and symptomatic terminology of all body systems, as well as systemic and surgical terminology. |          |

# Office Assistant, Medical - Level II

12-credit Technical Certificate

## About the Certificate

Build on the skills developed in Office Assistant, Medical - Level I.

For more information, call 262.691.5200.

## Office Assistant, Medical - Level II Required Courses

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| <b>106-117 Records and Information Mgmt</b>  | <b>3</b> |
| Explore alphabetic, subject, numerical, and geographic filing systems using ARMA's basic alphabetic indexing rules. Study all phases of a record's life cycle. Reinforce fundamental principles and practices of effective record management with hands-on and electronic jobs.  |          |
| <b>106-164 Administrative Office Mgmt</b>  | <b>3</b> |
| Discuss key administrative office skills, such as scheduling with Outlook and Palm Pilots, conducting meetings and conferences over the web and using electronic whiteboards. Explore telecommunications with an emphasis on phone etiquette and international protocol, processing mail, and using the Internet to make travel arrangements. Prerequisites: 106-110 Microcomputer Bus Apps I and 106-105 Doc Processing and Editing (or concurrent) |          |
| <b>106-167 Medical Keyboarding I</b>   | <b>1</b> |
| Improve keyboarding skill and accuracy. Practice introductory techniques in word processing. Prerequisites: Keyboarding 25 WPM   |          |

## Required Courses

## Credits

### First Semester

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|-------------------------------|------------------------------------|-----------|
| 106-117                       | Records and Information Management | 3         |
| 106-164                       | Administrative Office Management   | 3         |
| 106-167                       | Medical Keyboarding I              | 1         |
| 106-168                       | Medical Keyboarding II             | 1         |
| 509-309                       | Medical Law/Ethics/Professionalism | 1         |
| 801-195                       | Written Communication              | 3+        |
| <b>Total semester credits</b> |                                    | <b>12</b> |

+ Proficiency exam available

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|---|----------|
| <b>106-168 Medical Keyboarding II</b>   | <b>1</b> |
| Continue to build keyboarding speed and accuracy. Work with advanced word processing features including tables, graphics, merging, medical reports and brochures. Basic transcription techniques are also covered. Prerequisites: 106-167 Medical Keyboarding I (or concurrent) |          |
| <b>509-309 Medical Law, Ethics &amp; Profess</b>  | <b>1</b> |
| Explore the concept of professionalism, and learn how to perform within ethical and legal boundaries in the health care setting. Practice maintaining confidentiality, examine legal aspects of medical   |          |

records, perform risk management procedures, and examine legal and bioethical issues.

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| <b>801-195 Written Communication</b>   | <b>3</b> |
| Study and practice the transfer of information, ideas, and experiences in written form through reports, letters, memoranda, and other documents. Gain proficiency in the areas of organization, clarity, accuracy, and directness. Prerequisites: COMPASS-Writing Skills or ACT-English or ASSET-Writing Skills or Accuplacer Sentence Skills or TABE Advanced Language or 831-103 Intro to College Writing or 851-771 Writing-Program Readiness |          |