

FACT SHEET



Medical Office Receptionist: Certificate Code: 5588

This degree is offered at the Quad-Cities Campus.

Description

The Medical Office Receptionist curriculum is offered on the Quad-Cities campus. This program prepares individuals for medical office receptionist employment. By combining courses from Administrative Assisting and Health Information Management AAS degrees, this certificate will provide students with specialized knowledge of medical terminology and medical procedures to better perform front desk operations in a medical environment. The medical office receptionist coordinates office functions and operates as part of the medical team.

Program Goals

Students who successfully complete this program will be able to:

- Appropriately manage telephone communications and schedule office, surgical, and diagnostic procedures.
- Receive patients and visitors.
- Apply legal and ethical standards.
- Create and maintain confidential patient records; sort and disperse incoming mail.
- Utilize the computer to perform office functions: key documents and other correspondence using correct grammar and punctuation, enter patient information, create spreadsheets, complete billing, enter payroll, record insurance information, schedule patient appointments, etc.
- Apply appropriate medical terminology when communicating with patients, office staff, and insurance companies.
- Employ proper health insurance knowledge when speaking or corresponding with clients/patients and insurance companies.

FIRST SEMESTER SUGGESTED COURSES		SEM. HR.	SECOND SEMESTER SUGGESTED COURSES		SEM. HR.
BE 100	Work Environment Orientation	2	BE 122	Administrative Support Systems	3
BE 141	Computerized Keyboarding I	3	HIM 255	Medical Manager Software	3
BIOL 150	Medical Terminology	3	BE 106	Records Management	3
HIM 156	Introduction to Health Insurance	3	BE 145 A	Information Processing I	1
BE 110	Data Entry	2	BE 145 B	Information Processing II	1
BE 180	Business Communications	4	HIM 251	Medical Office Procedures	3
	Semester total	17	BE 101	Office Accounting/QuickBooks	3
				Semester total	17
				Minimum total hours required for degree	34

Admission Requirements

High school graduate or equivalent.

Desirable Background

1. Students should enjoy working in teams and servicing people's needs.
2. Students should possess strong communication skills.
3. Students should enjoy working with the latest in technology and application software.
4. Students should possess strong organizational skills and willingly take charge of projects.

Faculty

The students will be taught by highly qualified faculty who have both academic training and on-the-job experience.

Employment Opportunities

Health services are rapidly expanding to keep pace with the growing population; opportunities for medical personnel are expected to increase. Physicians in private practice, clinics, medical insurance companies, hospitals, and various health organizations will need qualified medical office receptionists. Graduates will be qualified to work as part of a medical office team.

Graduates in this degree will develop strong organizational and human relations skills, as well as effective verbal and written communication skills. Students are provided with the opportunity to enhance team building and collaborative work techniques through many group project assignments.

Facilities

Black Hawk College's classrooms are modern and well equipped to meet the instructional needs of students.

Enrollment

Enrollment for summer and fall semesters begins in April. Enrollment for spring semester begins in November. Students are encouraged to seek advisement from an instructor in the Computer Information Technology Department. Instructors will be able to assess any proficiency coursework the student has already had prior to enrollment. Contact persons are listed below.

Students are encouraged to register early to have a greater selection of courses and times available.

Additional Sources of Information

Vashti Berry

Recruiter – Marketing Department

Black Hawk College Quad-Cities Campus

Phone: 309-796-5341

E-mail: berryv@bhc.edu

Angela Heckman

Recruiter – Marketing Department

Black Hawk College East Campus

Phone: 309-852-5671, ext.6237

E-mail: heckmana@bhc.edu

Cathy Attebery

Associate Professor

Computer Information Technology Department

Black Hawk College Quad-Cities Campus

Phone: 309-796-5314

E-mail: atteberyc@bhc.edu

Carol Podlashes

Professor

Computer Information Technology Department

Black Hawk College Quad-Cities Campus

Phone: 309-796-5322

Email: podlashesc@bhc.edu

Amy Smith

Assistant Professor and Department Chair

Computer Information Technology Department

Black Hawk College Quad-Cities Campus

Phone: 309-796-5329

E-mail: smitha@bhc.edu

Black Hawk College East Campus

1501 State Highway 78
Kewanee, Illinois 61443-8630
1-800-233-5671



Black Hawk College Quad-Cities Campus

6600 34th Avenue
Moline, Illinois 61265-5899
1-800-334-1311

Black Hawk College will make all educational and personnel decisions without regard to race, color, religion, gender, sexual orientation, marital status, national origin or ancestry, age, physical or mental disability unrelated to ability, or status as a disabled veteran or Vietnam era veteran, except as specifically exempted by law.

If you need accommodations due to a disability, please contact the Coordinator of Student Accommodations at (309) 796-5949 or (TTY) 796-5903.

Students, faculty, and staff at Black Hawk College participate in a variety of activities designed to assess and improve students and to bring about institutional change. Examples of such activities may include placement testing, surveys, collecting random samples of student work, exit testing, and portfolio evaluation.