

Medical Administrative Office Specialist, Career Studies Certificate

Plan 221.285.87

Purpose

The Medical Administrative Office Specialist (MAOS) certificate program prepares individuals to work as front office staff in medical office settings. Upon completion of the program, students are eligible to take the National Center for Competency Testing (NCCT) for certification.

Students enrolled in the Career Studies Certificate may apply many credits earned to the college's Certificate in Medical Assisting.

Program Requirements and Special Conditions

Information packets containing the necessary documents for application may be requested from the college. Admissions Office at 757.789.1731 (toll-free 877.871.8455).

The deadline for applying to the program for the class beginning in August is May 1st depending upon the number of applicants, only selected applicants, based on fulfillment of prerequisite requirements and date of application (if necessary), will be admitted. All transcripts must be received before May 1st. Students must contact the Admissions Office to set up placement test(s). 757-789-1720.

Introduction to Medical Assisting

Medical Administrative Office Specialist (MAOS) are allied health professionals responsible for various medical office administrative tasks beginning with initial patient contact through final payment. They perform front office functions such as scheduling, communicating (with healthcare professionals, patients and third party payers), handling medical records, and financial management while maintaining compliance with state and federal regulations (NCCT, 2017).

The program will enroll approximately twenty (20) students annually. Students will rotate through an internship. Clinical affiliates for medical assistants will include nursing homes, rehabilitation, the hospital, physician's offices and other allied health agencies. Upon completion of the program students are eligible to take the National Center for Competency Testing (NCCT) for certification as a Medical Office Assistant (NCMOA).

Program Admission Requirements

Prospective students must:

1. Complete application to Eastern Shore Community College (ESCC).
2. Have High School diploma transcript or GED certification sent to ESCC's Registrar office.
3. Complete placement testing and master placement of MTE 1-4, or complete appropriate developmental math courses;
4. Achieve placement to ENG 111 or completion of appropriate developmental English courses;
5. Complete criminal background check and no evidence of criminal history or pending actions.
6. Be eligible for employment with the Riverside Health System and Eastern Shore Rural Health entities.
7. Students are responsible for their own transportation to off-campus facilities for clinical experiences.
8. Students must receive a grade of "C" or better in all core courses to remain in the MA program.
9. Students must maintain an overall grade point average of 2.0 or better.

Additional Continuation Requirements following admission to the program: These requirements must be fulfilled prior to the start of the second semester or entry into the clinical internship: (Students must be current, certified and or maintain standards through the end of the program for all of the continuation requirements.):

1. Students are responsible for costs necessary for program completion such as required testing fees, liability insurance, uniforms, stethoscopes, medical assisting pins and graduation uniform, books, criminal history and sex offender crimes against minors background checks.
2. Purchase of ESCC approved Student Uniform lab coat.
3. Completion of a physical examination, two step PPD (or chest x-ray if already PPD positive). Immunizations must be up to date including tetanus, MMR or positive titers, varicella or positive titers, Hepatitis B series or positive titer, tetanus, and current flu vaccine.
4. Potential for random drug screening.

5. Appropriate professional and social media use as defined by the college or syllabus.
6. Participation in community based activities that support student development.

Program Learning Outcomes- Students will be able to:

- Demonstrate effective communication skills during the interview process and in all other interactions with patients and professionals.
- Demonstrate the ability to perform front office functions such as scheduling, communicating (with healthcare professionals, patients and third party payers).
- Handle medical records appropriately, to include the electronic medical record, HIPAA, and financial management, while maintaining compliance with state and federal regulations.
- Apply medical terminology appropriately in the work place.
- Apply legal and ethical standards within the medical office setting.

Program Curriculum	Credits	Course Details
SDV 101 Orientation to Health Careers	1	
ITE 115 Introduction to Computer Applications and Concepts	3	
<i>Total Credits</i>	<i>4</i>	
Core Curriculum	Credits	Course Details
MDA 100 Introduction to Medical Assisting	1	
MDA 101 Medical Assisting Science I	5	
MDA 190 Coordinated Internship	3	
MDA 203 Administrative Procedures	3	
MDA 207 Medical Law and Ethics	2	
MDA 210 Medical Office Software Applications	1	
<i>Total Credits</i>	<i>15</i>	
Total Credits for Program	19	

Notes and Additional Curriculum Options/Requirements:

1. Students must complete the program within 3 years to be eligible for national certification.
2. There is a limited time for the student to test for national certification following graduation.
3. Students must apply and send all information to National Center for Competency Testing (NCCT) in order to sit for examination.
4. NCCT information regarding testing and fees can be found at <https://www.ncctinc.com/>
5. Part-time students should consult their faculty advisors regarding appropriate course sequences.

Courses in this program may help students attain the following license(s) or certification(s):

- National Certified Medical Office Assistant (NCMOA), National Center for Competency Testing (NCCT)

For additional information on this program, please call 757.789.1787.