



## **MEDICAL RECORDS OFFICE ASSISTANT AS A CAREER**

**Program Instructor/Advisor: Darrelyn Miller, (360) 538-4161**

**Vickie Bonneville, (360) 538-4144**



<http://www.ghc.edu/voc/med.pdf>

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at: [http://www.ghc.edu/voc/disclosures/Medical\\_Records.pdf](http://www.ghc.edu/voc/disclosures/Medical_Records.pdf).

# MEDICAL RECORDS OFFICE ASSISTANT AS A CAREER

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Medical Records Office Assistants are medical office professionals who capably perform a number of tasks in a wide variety of settings used to keep the offices in medical practices running efficiently. At the front desk, the Medical Records Office Assistant greets patients and other visitors, such as family members. The assistant verifies personal data about the patient, explains the fees that will be charged for services, collects payments, and guides the patient through their medical office encounters.

When scheduling, the Medical Records Office Assistant answers the telephone, schedules appointments, and forwards telephone calls according to office procedure. Critical to the efficient operation of the office, the Medical Records Office Assistant creates and maintains patient medical records, stores and retrieves the records for use during encounters with physicians and keeps the records up to date through diligent attention to detail. The performance of administrative tasks varies widely office to office and may include opening and sorting mail, composing routine correspondence, transcription of physician dictation, ordering of supplies, assuring that billing information reached the billing service efficiently, scheduling surgeries, coordinating the physician's meetings, hospital and office schedules. The Medical Records Office Assistant plays an important part in the business routine of the medical office including gathering patient information and signatures, filing insurance claim forms, coding diagnoses and procedures, reviewing insurance payments and helping patients understand insurance procedures.

Students should enter the program fall quarter to complete in four (4) quarters. Basic skill requirements for the Medical Records Office Assistant include:

- Strong foundation in medical terminology
- Basic knowledge of anatomy and physiology
- Knowledge of diagnosis and procedure coding conventions and rules
- Critical reading and comprehension skills
- Sufficient math skills to maintain patient financial records
- A Medical Records Office Assistant can work in many settings, including:
  - Physician's office
  - Chiropractic office
  - Dental office
  - Home Health office
  - Physical, Occupational or Speech Therapy office
  - Veterinary office
- Excellent oral and written communication skills
- Ability to enter financial and demographic data into a patient database
- Ability to access information through the Internet
- Strong sense of ethics
- Attention to detail
- Multiple offices within the hospital setting
- Multiple offices within the long term care setting
- Insurance company
- Medical coding specialist
- Medical transcriptionist
- Emergency/911 office

## **Salary Expectations**

For job opportunities and salary expectations, please see: <http://www.workforceexplorer.com/>

## **What Do I Need To Do First?**

**Apply for Admission** (<https://admissions.ctc.edu/applicant/welcome.cfm>)

**Request Official Transcripts** from high school, previous colleges or GED certificate. Have them sent directly to GHC.

**Take the College Placement Test (CPT).** Make an appointment at GHC Counseling Center (360-538-4099 or toll-free 1-800-562-4830). The CPT is not required if 100 level English and math were completed at another college. Meet with an entry advisor.



## MEDICAL RECORDS OFFICE ASSISTANT Certificate of Completion

<u><b>Core Courses (25 credits)</b></u>		<u><b>Credits</b></u>
AHLTH 150	Comprehensive Medical Terminology	5
BIOL 118	Human Biology	5
BTECH 117	Medical Transcription	3
BTECH 132	Medical Records-Insurance Billing and Coding	3
BTECH 175	Medical Coding	3
BTECH 221	Medical Office Procedures	3
BTECH 254	Computerized Information Processing	3
 <u><b>Support Courses (23 credits)</b></u>		
CIS 102	Introduction to Microsoft Office	3
BTECH 140	Word Processing Applications	5
BTECH 113	Document Formatting	5
BTECH 115	Electronic Math Applications	3
BTECH 124	Keyboard Skillbuilding I	2
BTECH 205	Records Information Management	5
 <u><b>General Education Courses (11-13 credits)</b></u>		
BA 140	Business English	3
ENGL& 101	English Composition I	5 <u>or</u>
ENGL 150	Vocational/Technical/Business Writing	5
PSYCH 106	Applied Psychology	3 <u>or</u>
SOC& 101	Introduction to Sociology	5
 <b><i>Minimum Credits Required</i></b>		 <b><i>59</i></b>

Grays Harbor College complies with all Federal and State rules and regulations and does not discriminate on the basis of race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, disability, or status as a disabled or Vietnam era veteran.



## **MEDICAL CODING**

### **Certificate of Achievement**

<b><u>Core Course (11 credits)</u></b>		<b><u>Credits</u></b>
AHLTH 150	Comprehensive Medical Terminology	5
BTECH 132	Medical Records-Insurance Billing and Coding	3
BTECH 175	Medical Coding	3

## **MEDICAL TRANSCRIPTION**

### **Certificate of Achievement**

<b><u>Core Course (18 credits)</u></b>		<b><u>Credits</u></b>
AHLTH 150	Comprehensive Medical Terminology	5
BIOL 118	Human Biology	5
BTECH 117	Medical Transcription	3
BTECH 118	Medical Transcription II	3
BTECH 124*	Keyboard Skillbuilding I	2

*\* BTECH 124 is used for speed building. Transcription candidates need an entry level typing speed of 35-40 wpm and an exit speed of 60-75 wpm.*

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# MEDICAL RECORDS PROGRAM COURSE DESCRIPTIONS

## **AHLTH 150**

**5 Credits**

### **Comprehensive Medical Terminology**

*Prerequisite: READ 090 or placement in READ 120.*

This course presents a comprehensive systems approach to the study of selected roots, prefixes, and suffixes; principles of word building; study of diagnostic, operative, and symptomatic terms of the various systems of the body. There is an emphasis on accurate spelling and pronunciation of all medical terms. Study includes common medical abbreviations, selected eponyms, clinical laboratory procedures and radiology procedures with associated terminology for each body system. 5 lecture hours. Vocational program course. May be used as a general elective in the AA degree.

## **BIOL 118**

**5 Credits**

### **Human Biology**

*Prerequisites: ENGL 095 or placement in ENGL& 101; READ 090 or placement in READ 120; MATH 093 or higher or placement in MATH 098.*

This one-quarter course is a survey of human anatomy and physiology. The student will learn how the body is put together and how it functions in health as well as disease. Students will also identify lifestyle changes that can enhance personal health. For non-majors and allied health students. Some students take this survey course to prepare for BIOL 208 and BIOL 209. 4 lecture hours; 3 lab hours. Satisfies science or lab requirement area A distribution or specified elective for the AA degree.

## **BA 140**

**3 Credits**

### **Business English**

*Prerequisite: A grade of "C" or better in ENGL 095 or placement in ENGL& 101; READ 090 or placement in READ 120.*

The study of English grammar, spelling, and punctuation as particularly applied to business applications. 3 lecture hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 140**

**5 Credits**

### **Word Processing Applications**

*Prerequisite: CIS 102 or instructor permission.*

This course provides thorough coverage of text editing and formatting using word processing software. Tables, columns, styles, graphics, merge operations, and basic web design are covered. 4 lecture hours; 2 lab hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 113**

**5 Credits**

### **Document Formatting**

*Prerequisite: CIS 101 or keyboarding ability.*

Students will learn rules for preparing business letters, memos, tables, forms, and various reports (including meeting minutes, agendas, and itineraries) using word processing software. Speed and accuracy in the preparation of mailable copy is emphasized. 4 lecture hours; 2 lab hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 115**

**3 Credits**

### **Electronic Math Applications**

*Prerequisite: MATH 059 or MATH 060 or instructor permission.*

Students will learn the touch system on electronic calculators using special time-saving functions to solve math applications. Proficiency in speed and accuracy of the 10-key pad is emphasized. 3 lecture hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 117**

**3 Credits**

### **Medical Transcription**

*Prerequisites: AHLTH 130 or AHLTH 150; and OFTC 116.*

This course reinforces medical terminology in anatomy and physiology by providing medical transcription practice utilizing word processing software and actual medical dictation. 2 lecture hours; 2 lab hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 118**

**3 Credits**

### **Medical Transcription II**

*Prerequisites: AHLTH 140 or AHLTH 150; OFTC 117; or instructor permission.*

This course is designed to enhance the medical transcription skills learned in OFTC 117 in order to obtain the highest accuracy level and the highest output level. 2 lecture hours; 2 lab hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 124**

**2 Credits**

### **Keyboard Skillbuilding I**

*Prerequisite: CIS 101 or keyboarding ability.*

This individualized program builds keyboarding skills with a computer program that focuses on technique, speed, and accuracy through planned drill and practice exercises. 4 lab hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 132**

**3 Credits**

### **Medical Records - Insurance Billing and Coding**

*Prerequisite: AHLTH 150 or concurrent enrollment or instructor permission.*

Provides knowledge and skill in organizing and processing medical bills utilizing industry standard coding methods and manually completed CMS billing forms. 3 lecture hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 175**

**3 Credits**

### **Medical Coding**

*Prerequisite: AHLTH 150 and OFTC 132 or instructor permission.*

This course is designed for medical office technology students and allied health professionals seeking to gain greater proficiency in medical coding. The course includes hands-on coding in ICD diagnostic coding, CPT Level I procedural coding and HCPCS Level II coding, covering a wide variety of medical specialties. 2 lecture hours; 2 lab hours. Vocational program course. May be used as a general elective in the AA degree.

# MEDICAL RECORDS PROGRAM COURSE DESCRIPTIONS

## **BTECH 205** **5 Credits**

### **Records Information Management**

*Prerequisites: MATH 093 and CIS 102 or instructor permission.*

This course is a study of the principles of filing classification, storage, retrieval, and management of paper and electronic business records. Introduction to database software with hands-on practice in the maintenance and management of computerized databases. 5 lecture hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 221** **3 Credits**

### **Medical Office Procedures**

*Prerequisite: AHLTH 130 or AHLTH 150 or concurrent enrollment.*

This course is designed for medical office technology students simulating an actual medical office by scheduling, charting, processing paperwork, bill preparation and other general office procedures. 3 lecture hours. Vocational program course. May be used as a general elective in the AA degree.

## **BTECH 254** **3 Credits**

### **Medical Office Computerized Info Processing**

*Prerequisite: AHLTH 130 or AHLTH 150 or concurrent enrollment.*

The course is designed for the advanced student and includes computerized practice of actual medical office procedures utilizing Medisoft, the industry standard software. Students perform computerized simulations of patient processing from the scheduling call to the patient's final payment. 2 lecture hours; 2 lab hours. Vocational program course. May be used as a general elective in the AA degree.

## **CIS 102** **3 Credits**

### **Introduction to Microsoft Office**

*Recommended Preparation: CIS 100 and CIS 101 or concurrent enrollment.*

**Prerequisite: READ 080.**

This course introduces Microsoft Office Suite and emphasizes hands on experience. Students will work with various applications including electronic spreadsheets, word processing and presentation software. 2 lecture hours; 2 lab hours. Vocational program course. May be used as a general elective in the AA degree.

## **ENGL& 101** **5 Credits**

### **English Composition I**

*Prerequisite: Appropriate English placement test score or a grade of "C-" or better in ENGL 095.*

ENGL& 101 emphasizes the basic rhetorical principles and development of expository and argumentative prose. Included is an introduction to the research methods necessary for evidence-backed writing. Skills gained in this course should help students improve their performance of such tasks as writing for a variety of purposes and audiences, as well as writing informative and persuasive essays and research-backed reports, projects and papers. 5 lecture hours. Satisfies writing skills requirement for the AA degree.

## **ENGL 150** **5 Credits**

### **Vocational/Technical and Business Writing**

*Recommended Preparation: Competence in basic computer operation or concurrent enrollment in CIS 100.*

*Prerequisite: Appropriate English placement score or a grade of "C-" or better in ENGL 095.*

This course is designed for both vocational/technical and business students. It emphasizes written and oral communication required in the world of work. Major topics include business letters and memorandums, formal and informal reports, computer graphics, basic principles of technical writing, and oral presentations. 5 lecture hours. Vocational program course. May be used as a general elective in the AA degree.

## **PSYCH 106** **3 Credits**

### **Applied Psychology**

Applications of theory and current research in psychology with major topics of personality, decision making, communications, motivation, learning and the workplace. Focuses on individual and group thought and behavior in the world of work. Emphasis is placed on change, personal and professional growth. 3 lecture hours. May be used as a general elective in the AA degree.

## **SOC& 101** **5 Credits**

### **Introduction to Sociology**

*Recommended Preparation: ENGL 095 or placement in ENGL& 101.*

An introduction to the principles, concepts, theories and methods of the sociological perspective. Emphasis is placed upon relating sociological ideas to national, community, and individual levels. 5 lecture hours. Satisfies social science distribution area C requirement or specified elective for the AA degree.



**GRAYS HARBOR COLLEGE - Typical Student Schedule**  
**MEDICAL RECORDS OFFICE ASSISTANT – CERTIFICATE OF COMPLETION**

**1<sup>st</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
AHLTH 150	Comprehensive Medical Terminology	5
CIS 102	Introduction to Microsoft Office	3
BTECH 113	Document Formatting	5
BTECH 124	Keyboard Skillbuilding I	2
<b>TOTAL QUARTER CREDITS</b>		<b>15</b>

**2<sup>nd</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
BA 140	Business English	3
BTECH 140	Word Processing Applications	5
BTECH 115	Electronic Math Applications	3
BTECH 132	Medical Records-Insurance Billing and Coding	3
<b>TOTAL QUARTER CREDITS</b>		<b>14</b>

**3<sup>rd</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
BTECH 117	Medical Transcription	3
BTECH 175	Medical Coding	3
BTECH 205	Records Information Management	5
BTECH 254	Computerized Information Processing	3
<b>TOTAL QUARTER CREDITS</b>		<b>14</b>

**4<sup>th</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
BIOL 118	Human Biology	5
ENGL 150	Vocational/Technical/Business Writing	5
BTECH 221	Medical Office Procedures	3
PSYCH 106	Applied Psychology	3
<b>TOTAL QUARTER CREDITS</b>		<b>16</b>

**PLEASE NOTE:** Students may substitute ENGL& 101 for ENGL 150; SOC& 101 for PSYCH 106.

**GRAYS HARBOR COLLEGE - Typical Student Schedule**  
**MEDICAL CODING – CERTIFICATE OF ACHIEVEMENT**

**1<sup>st</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
AHLTH 150	Comprehensive Medical Terminology	5
<b>TOTAL QUARTER CREDITS</b>		<b>5</b>

**2<sup>nd</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
BTECH 132	Medical Records: Insurance Billing and Coding	3
<b>TOTAL QUARTER CREDITS</b>		<b>3</b>

**3<sup>rd</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
BTECH 175	Medical Coding	3
<b>TOTAL QUARTER CREDITS</b>		<b>3</b>

**GRAYS HARBOR COLLEGE - Typical Student Schedule**  
**MEDICAL TRANSCRIPTION – CERTIFICATE OF ACHIEVEMENT**

**1<sup>st</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
BIOL 118	Human Biology	5
BTECH 124*	Keyboard Skillbuilding I	2
<b>TOTAL QUARTER CREDITS</b>		<b>7</b>

**2<sup>nd</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
AHLTH 150	Comprehensive Medical Terminology	5
BTECH 117	Medical Transcription	3
<b>TOTAL QUARTER CREDITS</b>		<b>8</b>

**3<sup>th</sup> Quarter**

<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
BTECH 118	Medical Transcription II	3
<b>TOTAL QUARTER CREDITS</b>		<b>3</b>

\* BTECH 124 is used for speed building. Transcription candidates need an entry level typing speed of 35-40 wpm and an exit speed of 60-75 wpm.