

**Program Information**

The Anoka Technical College Medical Receptionist diploma is a 45-credit program that prepares students with the broad range of technical and communications skills needed for success in today's office work environment with specific study in medical terminology, electronic health records software, and office bookkeeping.

Medical office procedures course work includes learning practice management software to include setting patients' appointments, maintaining physicians' calendars, billing, and messaging as well as specific interpersonal communications skills necessary in a medical setting. Students will gain competence in word processing, spreadsheet, database, and presentation software. Keyboarding speed and accuracy is developed while grammar, punctuation, and writing skills are polished. Students are well prepared for employment in any medical office environment.

**Program Learning Outcomes**

By completing this program, students will achieve the following learning outcomes.

1. Exhibit effective interpersonal skills and professional attitudes by demonstrating the ability to communicate with authority figures and peers, follow work rules and expectations appropriately, maintain confidentiality, and recognize an appropriate business appearance.
2. Demonstrate the ability to express thoughts clearly, concisely, and appropriately in verbal and written format by consistently using correct mechanics, grammar, format, and message approach (direct, indirect).
3. Demonstrate the use of critical thinking skills to analyze and solve business problems by demonstrating the ability to define problems, find relevant information, synthesize and evaluate information, and implement decisions.
4. Exhibit technical competency in keyboarding by demonstrating keyboarding skill proficiency of 45 wpm on a five-minute timing for degrees and diplomas and knowledge of correct document formatting.
5. Demonstrate technical competency by utilizing a wide range of software applications necessary for business office operations; demonstrate initiative in learning to use new technology; and apply new technology accurately in office settings.
6. Demonstrate knowledge of roles and functions of various professionals; collaborate and problem-solve as part of the office team.
7. Demonstrate ability to set priorities, organize work, and sequence tasks appropriately, and consistently complete projects on a schedule.
8. Demonstrate the ability to perform mathematical calculations necessary in business applications, including accounting, by working with percentages, decimals, and fractions; understand accounting principles as they are applied to business office bookkeeping; and use formulas for creating spreadsheets and databases.
9. Develop and evaluate customer service skills by ascertaining the characteristics of a customer service organization and using customer service skills in servicing customers professionally.

**Admission Requirements**

Students are required to have an Accuplacer reading score of 78 or higher or appropriate test score for admittance to the program. If students do not achieve 78 or higher, they may take ATC READ0960 or ATC READ0900 achieving a C or higher for admittance to the program.

**Course Prerequisites**

<sup>[A]</sup> The prerequisite to ADSC1010 Keyboarding I is ADSC1003 Introduction to Keyboarding and Speedbuilding.

Some courses may require appropriate test score or completion of basic math, basic English, and/or reading courses with a "C" or better.

**Graduation Requirements**

All Anoka Technical College students seeking an Associate in Applied Science (AAS), diploma, or certificate must meet the cumulative grade point average (GPA) of 2.0 or higher.

**Transfer Opportunities**

To see how credits from this program may transfer into other Anoka Technical College programs or into a program at another college, visit:

- [Minnesota Transfer](http://www.mntransfer.org/students/plan/s_agreements.php?numResults=25&archive=false&from_inst=70&from_prog=&to_inst=&Search=Search): (www.mntransfer.org/students/plan/s\_agreements.php?numResults=25&archive=false&from\_inst=70&from\_prog=&to\_inst=&Search=Search)
- [Anoka Technical College transfer student](http://www.anokatech.edu/BecomeStudent/Transfers.aspx): (www.anokatech.edu/BecomeStudent/Transfers.aspx)

**Industry Information**

In this fast-growing health care field, the medical administrative assistant functions in physicians' offices, health clinics, outpatient facilities, medical laboratories, hospitals, health insurance companies, medical supplies and equipment businesses, and pharmaceutical companies. Minnesota Law requires that any person who provides services that involve direct contact with patients and residents at a health care facility licensed by the Minnesota Department of Health have a background study conducted by the state.

Job duties/skills may include the following: transcribing medical documents/reports, composing and processing correspondence, accounting payments and posting charges, coding of diagnoses and procedures, processing insurance claims, coordinating patient care, scheduling patient appointments, recording and relaying messages, maintaining various financial records, maintaining patient files, making calls for physicians and other healthcare personnel, arranging hospital admissions, scheduling surgeries, using automated record system to access, entering and editing patient information, and arranging physicians' meetings and conferences.

Minnesota Law requires that any person who provides services that involve direct contact with patients and residents at a health care facility licensed by the Minnesota Department of Health have a background study conducted by the state.

# Medical Receptionist

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### Wages/Outlook/Advancement

Wage information is available from the [Minnesota Department of Employment and Economic Development](http://mn.gov/deed/job-seekers/job-outlook/index.jsp) (<http://mn.gov/deed/job-seekers/job-outlook/index.jsp>).

### Gainful Employment

Follow this link for a [Gainful Employment Report](#).

### Technical Education: 42 Credits

- ADSC 1003 Introduction to Keyboarding and Speedbuilding..... 3
- ADSC 1010 Keyboarding I <sup>[A]</sup>..... 3
- ADSC 1031 Business English Skills ..... 3
- ADSC 1042 Applied Medical Terminology for Scribing ..... 2
- ADSC 1045 Administrative Office Procedures ..... 4
- ADSC 1054 Office Bookkeeping..... 4
- ADSC 1055 Electronic Health Records ..... 2
- ADSC 1142 Integrated Software Applications ..... 4
- ADSC 1162 Microsoft PowerPoint..... 2
- ADSC 1171 Microsoft Excel ..... 2
- ADSC 1197 Microsoft Word ..... 4
- ADSC 1206 Written Business Communications..... 4
- ADSC 1283 Medical Office Procedures ..... 4
- HLTH 1040 Medical Terminology ..... 2

### General Education/MnTC Requirements: 3 Credits

Three (3) general education credits of Minnesota Transfer Curriculum (MnTC) are required. Student is required to take:

- INTS 1000 Critical Thinking Applications for College ..... 3

*Also see: Medical Administrative Specialist AAS degree, Medical Coding Specialist diploma, and Medical Scribe Specialist certificate*

### Start Dates

Fall Semester.....August  
Spring Semester .....January

### Faculty Contact

[Darla Cullen](#) ..... 763-576-4018  
[Deb Catlett](#) ..... 763-576-4025

For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or [EnrollmentServices@anokatech.edu](mailto:EnrollmentServices@anokatech.edu)

### Sample Program Sequence

Full Time

	First Semester	Second Semester
<b>1<sup>st</sup> YEAR</b>	ADSC 1003 ..... 2	ADSC 1010 ..... 3
	ADSC 1031 ..... 3	ADSC 1042 ..... 2
	ADSC 1054 ..... 4	ADSC 1206 ..... 4
	ADSC 1162 ..... 2	ADSC 1283 ..... 4
	HLTH 1040 ..... 2	<b>TOTAL ..... 13</b>
	INTS 1000 ..... 3	
	<b>TOTAL ..... 16</b>	
<b>2<sup>nd</sup> YEAR</b>	<b>Third Semester</b>	
	ADSC 1045 ..... 4	
	ADSC 1055 ..... 2	
	ADSC 1142 ..... 4	
	ADSC 1171 ..... 2	
	ADSC 1197 ..... 4	
	<b>TOTAL ..... 16</b>	