The Anoka Technical College Medical Receptionist diploma 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 medical office procedures. This coursework 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 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 graduate from the program well prepared for employment in any medical office environment.

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

1. Exhibits 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 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; demonstrates initiative in learning to use new technology, and applies 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; understanding accounting principles as they are applied to business office bookkeeping; and using 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. The Medical Receptionist diploma continues from the certificate with additional technical coursework therefore preparing students with a wider range of job-specific skills.

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 READ 0960 or ATC READ 0900 achieving a C or higher for admittance to the program.

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

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.

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: [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: [www.anokatech.edu/ BecomeStudent/Transfers.aspx](www.anokatech.edu/BecomeStudent/Transfers.aspx)

In this fast-growing health care field, the medical receptionist 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.
## Medical Receptionist
Diploma

### Wages/Outlook/Advancement
Wage information is available from the [Minnesota Department of Employment and Economic Development](https://mn.gov/deed/job-seekers/job-outlook/).

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

### Technical Education: 45 Credits
- ADSC 1003 Introduction to Keyboarding and Speedbuilding 3
- ADSC 1010 Keyboarding I [A] 3
- ADSC 1031 Business English Skills 3
- 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 1181 Microsoft Access 2
- ADSC 1197 Microsoft Word 4
- ADSC 1206 Written Business Communications 4
- ADSC 1283 Medical Office Procedures 4
- HITM 1110 Medical Terminology in Health Information 3

### 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 Office Specialist AAS degree, Medical Coding Specialist diploma, and Health Unit Coordinator 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

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[Sample Program Sequence](#)