

## Program Information

The Anoka Technical College Associate of Applied Science (AAS) degree in Medical Office Specialist 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.

## Program 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. Demonstrate proficiency in keyboarding speed and accuracy 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.
10. The Medical Office Specialist AAS degree includes all technical courses along with 15 Minnesota Transfer Curriculum general education credits to help provide a well-rounded education. The completion of a degree shows commitment and dedication and can be advantageous for students seeking jobs beyond entry level or with employers who require a degree.

## Career Opportunities

The work of a Medical Office Specialist supports the efficient functioning of any medical-related office position. The medical office professional applies the knowledge of customer-service techniques, medical terminology, health insurance rules, and medical billing procedures to perform a wide variety of functions. Job responsibilities may include greeting patients and screening calls, scheduling patient appointments and arranging referrals, billing patients and third-party payers, processing insurance forms, controlling accounts receivables, transcribing dictation, preparing medical reports, patient histories, operative notes, manuscripts, and correspondence, maintaining office files and patient records, making calls for physicians and other health care personnel, arranging hospital admissions, scheduling surgeries, and arranging physicians’ meetings and conferences.

Potential locations for employment include medical clinics, hospitals, nursing homes, insurance companies, private physician practices, public health clinics, rehab centers, medical laboratories, medical supplies and equipment businesses, and pharmaceutical companies.

Wage information is available from the [Minnesota Department of Employment and Economic Development](#).

## Program Start Dates

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

## Course Prerequisites

Some courses in this program may require a prerequisite. Please see [course descriptions](#) for more details.

## MnTC General Education Requirements

This program requires completion of the following fifteen credits of general education from at least three goal areas of the Minnesota Transfer Curriculum (MnTC). Refer to the [MnTC course list](#) for elective courses:

- INTS 1000 Critical Thinking Applications for College (Goal 2)..... 3
- MnTC Electives..... 12

## Program Sequence

- Fall Semester** ..... 16
- ADSC 1003 Introduction to Keyboarding and Speedbuilding ..... 2
  - ADSC 1055 Electronic Health Records ..... 2
  - ADSC 1283 Medical Office Procedures..... 4
  - COMP 1002 Computer Technologies for Communication..... 2
  - HITM 1110 Medical Terminology for Health Information ..... 3
  - INTS 1000 Critical Thinking Applications for College ..... 3



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# Medical Office Specialist

Associate of Applied Science (AAS) Degree

<b>Spring Semester</b> .....	<b>14</b>
<input type="checkbox"/> ADSC 1010 Keyboarding I .....	3
<input type="checkbox"/> ADSC 1031 Business English Skills .....	3
<input type="checkbox"/> ADSC 1045 Administrative Office Procedures .....	4
<input type="checkbox"/> ADSC 1206 Written Business Communications.....	4
<b>Fall Semester</b> .....	<b>14</b>
<input type="checkbox"/> ADSC 1162 Microsoft PowerPoint.....	2
<input type="checkbox"/> ADSC 1171 Microsoft Excel .....	2
<input type="checkbox"/> ADSC 1181 Microsoft Access .....	2
<input type="checkbox"/> ADSC 1197 Microsoft Word .....	4
<input type="checkbox"/> MnTC Electives.....	4
<b>Spring Semester</b> .....	<b>16</b>
<input type="checkbox"/> ADSC 1054 Office Bookkeeping .....	4
<input type="checkbox"/> ADSC 1142 Integrated Software Applications .....	4
<input type="checkbox"/> MnTC Electives.....	8

## Graduation Requirements

Students must earn a cumulative 2.0 GPA or higher to be eligible for graduation from this program.

## 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)

*Also see: Medical Coding diploma, Medical Receptionist diploma, and Health Unit Coordinator (HUC) certificate*