

Program Information

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.

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. The Medical Receptionist diploma continues from the certificate with additional technical coursework therefore preparing students with a wider range of job-specific skills.

Career Opportunities

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.

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.

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

Program Start Dates

Fall Semester.....August
Spring SemesterJanuary

Course Prerequisites

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

Program Sequence

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|---|-----------|
| Fall Semester | 16 |
| <input type="checkbox"/> ADSC 1003 Introduction to Keyboarding and Speedbuilding | 2 |
| <input type="checkbox"/> ADSC 1055 Electronic Health Records | 2 |
| <input type="checkbox"/> ADSC 1283 Medical Office Procedures..... | 4 |
| <input type="checkbox"/> COMP 1002 Computer Technologies for Communication..... | 2 |
| <input type="checkbox"/> HITM 1110 Medical Terminology for Health Information | 3 |
| <input type="checkbox"/> INTS 1000 Critical Thinking Applications for College (Goal 2)..... | 3 |
| Spring Semester..... | 16 |
| <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 1162 Microsoft PowerPoint..... | 2 |
| <input type="checkbox"/> ADSC 1206 Written Business Communications..... | 4 |
| Fall Semester | 16 |
| <input type="checkbox"/> ADSC 1054 Office Bookkeeping | 4 |
| <input type="checkbox"/> ADSC 1142 Integrated Software Applications | 4 |
| <input type="checkbox"/> ADSC 1171 Microsoft Excel | 2 |
| <input type="checkbox"/> ADSC 1181 Microsoft Access | 2 |
| <input type="checkbox"/> ADSC 1197 Microsoft Word | 4 |

Graduation Requirements

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

(continued)

2022-2023

Medical Receptionist

Diploma

Faculty Contact

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[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

Also see: Medical Office Specialist AAS degree, Medical Coding Specialist diploma, and Health Unit Coordinator (HUC) certificate