

# CERTIFICATE OF COMPETENCY IN MEDICAL FRONT OFFICE CLERK

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This program is designed to introduce students to the medical front office clerk procedures, and the understanding and proper use of medical terminology in preparation for entry-level positions in a medical front office setting, as well as a pathway to credit healthcare programs.

This certificate also provides students with the skills and techniques fundamental to touch keyboarding on a computer and document processing of letters, memorandums, reports, and tables. It includes interpersonal communications, HIPAA (Health Insurance Portability and Accountability Act), telephone techniques related to medical front office management, appointment scheduling, data entry using EHR (electronic health records), authorization processing of private and managed care patients, and patient accounts.

Code	Title	Units
NC 652	Computer Keyboarding and Document Processing	0
NC 657	Medical Front Office Clerk Procedures	0
NC 658	Medical Terminology I: Fundamentals	0
NC 659	Medical Terminology II: Advanced Terminology	0
<b>Total Units</b>		<b>0</b>

## Certificate of Competency Level Student Learning Outcomes

Students completing the Medical Front Office Clerk Certificate of Competency will:

1. Demonstrate proficiency to key letters, figures, and symbols through touch keyboarding, and build speed through timed writings.
  2. Demonstrate ability to create, process and clearly communicate through documents such as letters, memorandums, reports, and tables.
  3. Demonstrate skills needed to step into entry level medical front office positions and run a medical office, including patient relations, professional communication, privacy, security, and management of medical records.
  4. Demonstrate the ability to correctly understand the components and meanings of medical terms and communicate effectively using basic and advanced medical terminology in both verbal and written forms. Verbalize familiarity with body systems, planes, and positional terminology, differentiate between normal anatomy, physiology, and pathophysiology, and identify common testing and procedural terms.
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