

# MEDICAL RECEPTIONIST (ITC)

## Intermediate Technical Certificate

### Career-Technical Program

#### Interest Areas:

**Business Admin. and Management  
Healthcare**

A medical receptionist holds a key position in the medical office in greeting patients, scheduling appointments, processing patient information, managing the reception desk, and assisting with other administrative responsibilities.

In today's modern medical office environment, the medical receptionist requires skills in human relations, data and word processing, records management, release of information, and respect for the confidential nature of patient information.

Job opportunities are found in physician offices, hospitals, clinics, and government medical facilities. Characteristics for success as a medical receptionist include an interest in medicine; a desire to work with physicians and other health care professionals; the ability to multi-task and prioritize work; a positive, caring personality; high energy; and a desire to help people.

Gainful Employment Information (<https://www.nic.edu/programs/ge/50-CC1/Gedt.html>)

Program Website ([https://www.nic.edu/programs/viewprogram.aspx?program\\_id=50](https://www.nic.edu/programs/viewprogram.aspx?program_id=50))

## Program Requirements

Course	Title	Credits
<b>Semester 1</b>		
BLDR-120	Financial Business Applications	3
CAOT-120	Word Processing/Word I	1
CAOT-164	Computer Fundamentals for Technical Programs	1
CAOT-179	Medical Terminology	2
CAOT-183	Business Editing and Proofreading	3
COMM-101 or COMM-233	Introduction to Speech Communication or Interpersonal Communication	3
	Credits	13
<b>Semester 2</b>		
CAOT-121	Word Processing/Word II	1
CAOT-122	Word Processing/Word III	1
CAOT-130	Spreadsheets/Excel I	1
CAOT-140	Database/Access I	1
CAOT-168	Integrated Medical Office Software	3
CAOT-210	Office Procedures	3
CAOT-205	Business Doc Formatting/Transcription	2
	Credits	12
<b>Semester 3</b>		
CAOT-180	Legal Issues in Health Care	1
CAOT-184	Records Systems Management	3
CAOT-191	Medical Receptionist Internship I	3
CAOT-216	Medical Transcription I	1
CAOT-217	Medical Transcription II	1
CAOT-250	Office Skills Capstone	1

PE-288	First Aid	3
	Credits	13
	Total Credits	38

### Course Key



GEM



WCHE



AAS



Gateway



Milestone

Institutionally  
Designated

## Program Outcomes

Upon completion of the program, students will be able to:

- Demonstrate appropriate work relationships and habits, communication skills, and computation skills used in an entry-level medical office position.
- Perform health care office procedures that include scheduling, bookkeeping, billing and payment collection, utilizing a working knowledge of medical terminology, body systems, common medications, electronic health records and insurance.
- Compose, edit, proofread, and accurately produce health care and other business documents using appropriate software and equipment within specified timelines.
- Uphold legal and ethical standards and adhere to principles of patient confidentiality within the health care and community environment as defined by HIPAA.