## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**HEALTHCARE MANAGEMENT TECHNOLOGY/**

**HEALTHCARE ACCESS CUSTOMER SERVICE SPECIALIST CERTIFICATE (C25200C1)**

Effective: Fall 2024

Revised: 01/31/24

The Healthcare Access Customer Service Specialist certificate is designed to prepare individuals for part one of the Certified Healthcare Access Manager Exam. The certificate emphasizes knowledge of customer satisfaction, compliance, management of healthcare services.

Course work includes medical terminology, customer service, problem solving, and healthcare laws.

Upon completion of this program, students should be able to deliver a quality experience to patients prior to arrival at a healthcare facility. Students may transfer these courses into the Associate degree Healthcare Management Technology program.

Length: 2 Semesters

Prerequisites: High School Diploma, Placement Test Equivalent

Award: Certificate

**FALL SEMESTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prefix No.** | Title | **Class** | **Lab** | **Clinical** | **Credit** |
| HMT110 | Intro to Healthcare Mgmt | 3 | 0 | 0 | 3 |
| MED121 | Medical Terminology I | 3 | 0 | 0 | 3 |
| or |  |  |  |  |  |
| OST141 | Medical Office Terms I  | 3 | 0 | 0 | 3 |
| MKT223 | Customer Service | 3 | 0 | 0 | 3 |
|  |  | ----- | ----- | ----- | ----- |
|  | **Totals** | **9** | **0** | **0** | **9** |

**SPRING SEMESTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prefix No.** | Title | **Class** | **Lab** | **Clinical** | **Credit** |
| HMT215 | Legal Asp of Healthcare Admin | 3 | 0 | 0 | 3 |
| or |  |  |  |  |  |
| OST149 | Medical Legal Issues | 3 | 0 | 0 | 3 |
| MED122 | Medical Terminology II | 3 | 0 | 0 | 3 |
| or |  |  |  |  |  |
| OST142 | Medical Office Terms II | 3 | 0 | 0 | 3 |
| OMT156 | Problem-Solving Skills | 3 | 0 | 0 | 3 |
|  |  | ----- | ----- | ----- | ----- |
|  | **Totals** | **9** | **0** | **0** | **9** |

**TOTAL REQUIRED CREDITS.... 18**

**Work-Based Learning Option:** NA