**FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE**

**MEDICAL OFFICE ADMINISTRATION/**

**PATIENT SERVICES REPRESENTATIVE CERTIFICATE (C25310C5)**

Effective Date: Fall 2024

Revised: 01/31/24

The Patient Services Representative certificate is designed to prepare individuals for employment in a medical office or other healthcare related business.

The certificate program covers medical terminology, medical insurance/billing and medical ethics, as well as, computer software applications and healthcare customer relations. Students will learn administrative and support functions and develop skills applicable in various healthcare environments.

Upon completion of this program, students would be able to perform the patient services representative skills required in today's medical office or transfer the course credits to one of the Medical Office Administration programs for an Associate of Applied Science degree.

Length: 2 Semesters

Prerequisite: High School Diploma, Placement Test Equivalent

Award: Certificate

**FALL SEMESTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prefix No.** | Title | **Class** | **Lab** | **Clinical** | **Credit** |
| MED121 | Medical Terminology I | 3 | 0 | 0 | 3 |
| or |  |  |  |  |  |
| OST141 | Med Office Terms I | 3 | 0 | 0 | 3 |
| OST148 | Med Ins & Billing | 3 | 0 | 0 | 3 |
| OST149 | Medical Legal Issues | 3 | 0 | 0 | 3 |
|  |  | ----- | ----- | ----- | ----- |
|  | **Totals** | **9** | **0** | **0** | **9** |

**SPRING SEMESTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prefix No.** | Title | **Class** | **Lab** | **Clinical** | **Credit** |
| MED122 | Medical Terminology II | 3 | 0 | 0 | 3 |
| or |  |  |  |  |  |
| OST142 | Med Office Terms II | 3 | 0 | 0 | 3 |
| OST263 | Healthcare Customer Relations | 3 | 0 | 0 | 3 |
|  | Major Computer Apps Pick | 1 | 2 | 0 | 2 |
|  |  | ----- | ----- | ----- | ----- |
|  | **Totals** | **7** | **2** | **0** | **8** |

**TOTAL REQUIRED CREDITS.... 17**

**Work-Based Learning Option:** NA