**FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE**

**MEDICAL OFFICE ADMINISTRATION/**

**HEALTHCARE CUSTOMER SERVICE CERTIFICATE (C25310H2)**

Effective Date: Fall 2024

Revised: 02.02//24

The Healthcare Customer Service 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, as well as, medical ethics 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 healthcare customer service 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: Placement Test Equivalent

Award: Certificate

**FALL SEMESTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prefix No.** | Title | **Class** | **Lab** | **Clinical** | **Credit** |
| \*MED121 | Medical Terminology I | 3 | 0 | 0 | 3 |
| \*\*MED122 | Medical Terminology II | 3 | 0 | 0 | 3 |
| OST148 | Med Ins & Billing | 3 | 0 | 0 | 3 |
|  |  | ----- | ----- | ----- | ----- |
|  | **Totals** | **9** | **0** | **0** | **9** |

**SPRING SEMESTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prefix No.** | Title | **Class** | **Lab** | **Clinical** | **Credit** |
| OST149 | Medical Legal Issues | 3 | 0 | 0 | 3 |
| OST263 | Healthcare Customer Relations | 3 | 0 | 0 | 3 |
|  |  | ----- | ----- | ----- | ----- |
|  | **Totals** | **6** | **0** | **0** | **6** |

**TOTAL REQUIRED CREDITS.... 15**

**Work-Based Learning Option:** NA

**\***1’st eight weeks

**\*\***2’nd eight weeks