

Monroe Community College

STATE UNIVERSITY OF NEW YORK

Medical Office Assistant Certificate Cohort



Inspiring every day.

GET ON THE FAST TRACK TO GOOD JOBS IN THE RAPIDLY GROWING HEALTH CARE INDUSTRY

The health care industry's need for office staff has never been higher. At Monroe Community College, you can develop the skills to enter this dynamic field in just one year. Our Medical Office Assistant certificate has been developed in response to specific employer needs.

Average starting salary: \$30,000 to \$35,000 per year

Program Overview

This one-year certificate program is designed to provide students with a firm foundation for the medical office environment. With the development of strong word processing and communication skills, transcription skills, and medical office protocol, the student is well on the path to a fulfilling career in the medical office support area.

Program Learning Outcomes

1. Demonstrate the soft skills needed to be successful as an administrative assistant (office support) which may include: punctuality acceptance of personal responsibility teamwork skills expressing a positive attitude under stress effective customer service skills or other related skills.
2. Demonstrate effective oral communication skills both in person and on the telephone.
3. Write effectively in an office environment in a variety of modes.
4. Exhibit proficiency in using a variety of current healthcare-based office software which may include: desktop publishing applications medical databases or other medical-based computer applications.
5. Demonstrate competence in the use of medical office computer-based functions (coding scheduling billing financial reporting etc.).
6. Apply fundamentals of basic business mathematics to workplace needs.
7. Describe the role of a medical office support staff professional and the contribution of that professional to the success of the whole medical office environment.

Healthcare Industry Positions

- Medical administrative assistant
- Medical records technician
- Dental office administrative assistant
- Outpatient access specialist
- Medical record coder

Certificate does not prepare you for a clinical position.

Local Employers

- University of Rochester Medical Center
- Rochester Regional Health System
- Private medical and dental clinics
- Jewish Senior Life
- Med-Scribe, Inc.

Semester Plan

Fall Semester

OFT 111 Intermediate Word	3
OFT 141 Professional Grammar and Communication	4
HIM 104 Medical Terminology	3
HED 115 Death and Dying	3
BIO 133 Human Biology	3
HED 101 Cardiopulmonary Resuscitation and Care	1
Total Credits	17

Spring Semester

OFT 112 Advanced Word I	3
OFT 170 Spreadsheets Applications Excel (Replaces MTH 130 Modern Business Mathematics)	3
OFT 267 Medical Office Documentation	3
OFT 268 Medical Office Procedures	3
OFT 173 Microsoft Multimedia Communications	3
Total Credits	15

Total Credits = 32

Cohort Based Learning

- 18-20 students take all courses together
- Builds a sense of community
- Establish relationships with other students and professors
- Higher retention and graduation rates
- Classes held Monday-Thursday
- Monday 9 a.m. – 4:20 p.m.
- Wednesday 9 a.m. – 12:30 p.m.
- Tuesday/Thursday 9:30 a.m. – 2:20 p.m.
- Friday – No classes

Course location and schedule is dependent upon COVID-19 guidelines

Services

- Assist students with admissions process
- Register and advise students
- Guide, support, and refer students through financial aid application
- Referrals to different resources that MCC and the community has such as housing information, tutoring, scholarships, food pantry, child care, transportation, Rochester Works, etc.
- Provide as needed:
 - Case management
 - Time management training
 - Money management training
 - Stress management training

How to Enroll

First Step

1. Choose your academic program
2. Apply online

<http://www.monroecc.edu/quick-links/apply/>

Admission Application Requirements

1. High school transcript (Official copy)
2. College transcript (Official copy)
3. Transfer credit
4. GED scores
5. Learning disability documentation
6. Immunization records (Measles, Mumps, and Rubella and Meningitis)

Admissions Office
Monroe Community College
PO Box 92808
Rochester, NY 14623

www.monroecc.edu

Admissions Office 585-292-2200
Admissions Fax (585) 292-3860

How to Enroll-continued

3. Financial Aid

Workshops are available for those needing assistance completing the Financial Aid applications. Go to <https://www.monroecc.edu/tuition-aid/forms-resources/financial-aid-computer-labs/> to view the schedule. Walk in assistance is available however, seats fill fast therefore we recommend signing up for a workshop. (*Dependent upon COVID-19 guidelines*)

You will need the following documents: (In 2020, you will need 2018 taxes)

- Federal Income Tax forms (2 years prior)
- State Income Tax forms (2 years prior)
- Other Untaxed Income (ex. Disability, Workman's Compensation, etc.)
- Parent's Name, Social Security number, Date of Birth and income information if you are under 24 years of age.

Contacts

- Stacey Lautenslager, Office Technology Coordinator
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- Julissa Gonzalez, CTE Student Advisor
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- Christina Bakewicz, Manager
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