

Medical Office Administration

This curriculum prepares individuals for employment in medical and other healthcare-related offices.

Coursework includes medical terminology, information systems, office management, medical coding, billing and insurance, legal and ethical issues plus formatting and word processing. Students learn administrative and support functions and develop skills applicable in medical environments.

Employment opportunities are available in medical and dental offices, hospitals, insurance companies, laboratories, medical supply companies, and other healthcare-related organizations.

For specific information about potential positions and wages in medical office administration employment, visit the Central Piedmont Career Coach website.

Medical Office Administration (A25310)

Degree Awarded

The Associate in Applied Science degree - Medical Office Administration is awarded upon completion of this program.

The Medical Office Administration degree is available in two tracks:

- 1) Medical Office Administration (A25310M), and
- 2) Medical Office Administration – Medical Billing and Coding (A25310B)

Admissions

- Complete an admissions application to Central Piedmont.
- Submit high school transcript and any college transcripts to Central Piedmont Admissions, Records & Registration.
- Take the required placement tests to determine placement in English (ENG) and mathematics (MAT) courses.
- Check the Course Descriptions section to see course prerequisites or co-requisites.

Contact Information

The Medical Office Administration Program is in the Business and Accounting Division. Contact the program office at 704.330.4865. For complete details, visit the Medical Office Administration website.

Medical Office Administration (A25310M)

ENG 111	Writing and Inquiry	3.0
Select 3 credits of the following:		3.0
ENG 112	Writing and Research in the Disciplines	
ENG 113	Literature-Based Research	
ENG 114	Professional Research & Reporting	
COM 110	Introduction to Communication	
COM 231	Public Speaking	
Select 3 credits of the following:		3.0
MAT 110	Mathematical Measurement and Literacy	
MAT 121	Algebra/Trigonometry I	
MAT 143	Quantitative Literacy	

MAT 152	Statistical Methods I	
MAT 171	Precalculus Algebra	
Select 3 credits of the following:		3.0
ECO 251	Principles of Microeconomics	
ECO 252	Principles of Macroeconomics	
HIS 111	World Civilizations I	
HIS 112	World Civilizations II	
HIS 131	American History I	
HIS 132	American History II	
POL 120	American Government	
PSY 150	General Psychology	
SOC 210	Introduction to Sociology	
Select 3 credits of the following:		3.0
ART 111	Art Appreciation	
ART 114	Art History Survey I	
ART 115	Art History Survey II	
DRA 111	Theatre Appreciation	
HUM 120	Cultural Studies	
HUM 130	Myth in Human Culture	
MUS 110	Music Appreciation	
MUS 112	Introduction to Jazz	
PHI 215	Philosophical Issues	
PHI 240	Introduction to Ethics	
REL 110	World Religions (Major Requirements)	
Major Requirements		
OST 137	Office Applications I	3.0
OST 148	Medical Insurance and Billing	3.0
OST 149	Medical Legal Issues	3.0
OST 164	Office Editing	3.0
Select one of the following sequences:		
OST 141	Medical Office Terms I	6.0
& OST 142	and Medical Office Terms II	
or MED 121	Medical Terminology I	
& MED 122	and Medical Terminology II	
Other Major Requirements:		
ACA 122	College Transfer Success	1.0
OST 130	Comprehensive Keyboarding	3.0
OST 136	Word Processing	3.0
OST 171	Intro. to Virtual Office	3.0
OST 184	Records Management	3.0
OST 243	Med Office Simulation	3.0
OST 263	Healthcare Customer Relations	3.0
OST 286	Professional Development	3.0
OST 288	Medical Office Administration Capstone	3.0
Technical Electives		
Select 6 credits of the following:		6.0
OST 122	Office Computations	
OST 134	Text Entry & Formatting	
OST 138	Office Applications II	
OST 153	Office Finance Solutions	
OST 236	Advanced Word Processing	
OST 238	Office Applications III	

OST 250	Long-Term Care Coding
CIS 110	Introduction to Computers
ACC 115	College Accounting
ACC 120	Principles of Financial Accounting
BUS 137	Principles of Management
BUS 153	Human Resource Management
MKT 223	Customer Service
MKT 232	Social Media Marketing
WBL 111	Work-Based Learning I
WBL 112	Work-Based Learning I
WBL 121	Work-Based Learning II
WBL 122	Work-Based Learning II

Total Credits **64**

Medical Office Administration – Medical Billing and Coding Track (A25310B)

The Medical Billing and Coding track includes general medical office administration procedures as well as prepares students to become certified medical coders.

General Education Requirements

ENG 111 Writing and Inquiry 3.0

Select 3 credits of the following: 3.0

ENG 112 Writing and Research in the Disciplines

ENG 113 Literature-Based Research

ENG 114 Professional Research & Reporting

COM 110 Introduction to Communication

COM 231 Public Speaking

Select 3 credits of the following: 3.0

MAT 110 Mathematical Measurement and Literacy

MAT 121 Algebra/Trigonometry I

MAT 143 Quantitative Literacy

MAT 152 Statistical Methods I

MAT 171 Precalculus Algebra

Select 3 credits of the following: 3.0

ECO 251 Principles of Microeconomics

ECO 252 Principles of Macroeconomics

HIS 111 World Civilizations I

HIS 112 World Civilizations II

HIS 131 American History I

HIS 132 American History II

POL 120 American Government

PSY 150 General Psychology

SOC 210 Introduction to Sociology

Select 3 credits of the following: 3.0

ART 111 Art Appreciation

ART 114 Art History Survey I

ART 115 Art History Survey II

DRA 111 Theatre Appreciation

HUM 120 Cultural Studies

HUM 130 Myth in Human Culture

MUS 110 Music Appreciation

MUS 112 Introduction to Jazz

PHI 215	Philosophical Issues
PHI 240	Introduction to Ethics
REL 110	World Religions

Major Requirements

OST 137 Office Applications I 3.0

OST 148 Medical Insurance and Billing 3.0

OST 149 Medical Legal Issues 3.0

OST 164 Office Editing 3.0

Select one of the following sequences: 6.0

OST 141 Medical Office Terms I
& OST 142 and Medical Office Terms II

OR

MED 121 Medical Terminology I
& MED 122 and Medical Terminology II

Other Major Requirements:

OST 130 Comprehensive Keyboarding 3.0

OST 136 Word Processing 3.0

OST 171 Intro. to Virtual Office 3.0

OST 184 Records Management 3.0

OST 243 Med Office Simulation 3.0

OST 263 Healthcare Customer Relations 3.0

OST 286 Professional Development 3.0

OST 288 Medical Office Administration Capstone 3.0

ACA 122 College Transfer Success 1.0

Technical Electives

Select 6 credits of the following: 6.0

OST 122 Office Computations

OST 134 Text Entry & Formatting

OST 138 Office Applications II

OST 153 Office Finance Solutions

OST 236 Advanced Word Processing

OST 238 Office Applications III

OST 250 Long-Term Care Coding

CIS 110 Introduction to Computers

ACC 115 College Accounting

ACC 120 Principles of Financial Accounting

WBL 111 Work-Based Learning I

BUS 137 Principles of Management

BUS 153 Human Resource Management

MKT 223 Customer Service

MKT 232 Social Media Marketing

WBL 112 Work-Based Learning I

WBL 121 Work-Based Learning II

WBL 122 Work-Based Learning II

Total Credits **64**

No diplomas offered are offered in Medical Office Administration.

Medical Office Administration Certificate Specialization in Procedural and Diagnostic Coding (C25310-C1)

Major Requirements

OST 141	Medical Office Terms I	3.0
OST 148	Medical Insurance and Billing	3.0
OST 142	Medical Office Terms II	3.0
OST 247	Procedure Coding	3.0
OST 248	Diagnostic Coding	3.0
OST 249	Medical Coding Certification Preparation	3.0
Total Credits		18

Medical Office Administration Certificate Specialization in Medical Office Administration (C25310-C2)

Major Requirements

OST 130	Comprehensive Keyboarding	3.0
OST 141	Medical Office Terms I	3.0
OST 149	Medical Legal Issues	3.0
OST 148	Medical Insurance and Billing	3.0
OST 184	Records Management	3.0
Total Credits		15

The following is the suggested plan for when to take each course to complete the Associate in Applied Science degree, based on the program requirements of the 2022-2023 catalog. This is only a recommendation — you may take courses in another order upon consultation with your advisor. This plan is based on you starting with college-level math and English courses, starting your program in the fall, and attending full-time. You can also follow this sequence if you attend part-time. Speak with an advisor about the plan and any questions. This program might also offer diplomas or certificates; visit the catalog or contact the program for details.

Medical Office Administration suggested course sequence

Medical Office Administration - Medical Billing and Coding suggested course sequence

OST 122. Office Computations. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course covers the keypad touch method using the electronic calculator (10-key) and mathematical functions used in office applications. Topics may include budgets, discounts, purchasing, inventory, and petty cash. Upon completion, students should be able to solve a wide variety of numerical problems commonly encountered in an office setting.

OST 130. Comprehensive Keyboarding. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to develop keyboarding skills and introductory document formatting. Emphasis is placed on keyboarding techniques and formatting basic business documents. Upon completion, students should be able to create documents in an ever-changing workplace.

OST 131. Keyboarding. 2.0 Credits. Class-1.0. Clinical-0.0. Lab-2.0. Work-0.0

This course covers basic keyboarding skills. Emphasis is placed on the touch system, correct techniques, and development of speed and accuracy. Upon completion, students should be able to key at an acceptable speed and accuracy level using the touch system.

OST 132. Keyboard Skill Building. 2.0 Credits. Class-1.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to increase speed and improve accuracy in keyboarding. Emphasis is placed on diagnostic tests to identify accuracy and speed deficiencies followed by corrective drills. Upon completion, students should be able to keyboard rhythmically with greater accuracy and speed.

OST 134. Text Entry & Formatting. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to provide skills needed to increase speed, improve accuracy, and format documents. Topics include letters, memos, tables, and business reports. Upon completion, students should be able to produce documents and key timed writings at speeds commensurate with employability.

Prerequisites: Take OST 130 or OST 131

OST 135. Advanced Text Entry and Formatting. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to incorporate computer application skills in the generation of office documents. Emphasis is placed on advanced document production with increased speed and accuracy. Upon completion, students should be able to make independent decisions regarding planning, style, and method of presentation.

Prerequisites: Take OST 134, minimum grade of C

OST 136. Word Processing. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to introduce word processing concepts and applications. Topics include preparation of a variety of documents and mastery of specialized software functions. Upon completion, students should be able to work effectively in a computerized word processing environment. Students should be proficient in keyboarding skills and will be introduced to a computerized skills and concepts testing environment.

Prerequisites: Take OST 130 or OST 131

OST 137. Office Applications I. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course introduces the concepts and functions of software that meets the changing needs of the community. Emphasis is placed on the terminology and use of software through a hands-on approach. Upon completion, students should be able to use software in a business environment.

OST 138. Office Applications II. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to improve the proficiency in the utilization of software applications used in business offices through a hands-on approach. Emphasis is placed on in-depth usage of software to create a variety of documents applicable to current business environments. Upon completion, students should be able to master the skills required to design documents that can be customized using the latest software applications.

Prerequisites: Take One: CIS 110, CIS 111, or OST 137

OST 141. Medical Office Terms I. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course uses a language-structure approach to present the terminology and vocabulary that will be encountered in medical office settings. Topics include word parts that relate to systemic components, conditions, pathology, and disorder remediation in approximately one-half of the systems of the human body. Upon completion, students should be able to relate words to systems, pluralize, define, pronounce, and construct sentences with the included terms.

OST 142. Medical Office Terms II. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course is a continuation of OST 141 and continues the study, using a language-structure approach, of medical office terminology and vocabulary. Topics include word parts that relate to systemic components, conditions, pathology, and disorder remediation in the remaining systems of the human body. Upon completion, students should be able to relate words to systems, pluralize, define, pronounce, and construct sentences with the included terms.

Prerequisites: Take One: MED 121 or OST 141

OST 148. Medical Insurance and Billing. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course introduces fundamentals of medical insurance and billing. Emphasis is placed on the medical billing cycle to include third party payers, coding concepts, and form preparation. Upon completion, students should be able to explain the life cycle of and accurately complete a medical insurance claim.

OST 149. Medical Legal Issues. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course introduces the complex legal, moral, and ethical issues involved in providing health-care services. Emphasis is placed on the legal requirements of medical practices; the relationship of physician, patient, and office personnel; professional liabilities; and medical practice liability. Upon completion, students should be able to demonstrate a working knowledge of current medical law and accepted ethical behavior.

OST 153. Office Finance Solutions. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course introduces basic bookkeeping concepts. Topics include entering data in accounts payable and receivable, keeping petty cash records, maintaining inventory, reconciling bank statements, running payroll, and generating simple financial reports. Upon completion, students should be able to demonstrate competence in the entry and manipulation of data to provide financial solutions for the office.

Prerequisites: Take One: CIS 110, CIS 111 or OST 137

OST 155. Legal Terminology. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course covers the terminology appropriate to the legal profession. Topics include legal research, court systems, litigation, civil and criminal law, probate, real and personal property, contracts and leases, domestic relations, equity, and corporations. Upon completion, students should be able to spell, pronounce, define, and accurately use legal terms.

OST 156. Legal Office Procedures. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course covers legal office functions involved in the operation of a law office. Emphasis is placed on procedures in the law office involving the court system, legal research, litigation, probate, and real estate, personal injury, criminal, and civil law. Upon completion, students should be able to demonstrate a high level of competence in performing legal office duties. This course is a unique requirement of the Legal Office Systems concentration in the Office Systems Technology program.

Prerequisites: Take OST 134

OST 159. Office Ethics. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course introduces the complex ethical and legal issues involved in the role of administrative support personnel in a variety of offices. Emphasis is placed on ethics, diversity, morality, and ethical standards of the administrative support professional. Upon completion, students should be able to conduct themselves in an ethical manner appropriate to a variety of offices.

OST 164. Office Editing. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course provides a comprehensive study of editing skills needed in the workplace. Emphasis is placed on grammar, punctuation, sentence structure, proofreading, and editing. Upon completion, students should be able to use reference materials to compose and edit text.

OST 165. Advanced Office Editing. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to develop proficiency in advanced editing skills needed in the office environment. Emphasis is placed on the application of creating effective electronic office documents. Upon completion, students should be able to apply advanced editing skills to compose text.

Prerequisites: Take OST 164

OST 171. Intro. to Virtual Office. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course introduces the skills and abilities needed to conduct a variety of office administration activities using the latest technology. Students will learn the proper etiquette of communicating electronically as well as the unique procedures and logistics for conducting business in the virtual office. Upon completion, students will know the vocabulary of the virtual office and will have a basic understanding of modern technical communication tools.

OST 184. Records Management. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course includes the creation, maintenance, protection, security, and disposition of records stored in a variety of media forms. Topics include alphabetic, geographic, subject, and numeric filing methods. Upon completion, students should be able to set up and maintain a records management system.

OST 223. Administrative Office Transcription I. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course provides experience in transcribing documents. Emphasis is placed on appropriate formatting, advanced text editing skills, and transcription techniques. Upon completion, students should be able to transcribe office documents.

Prerequisites: Take 1 group: Take OST 134 OST 164, minimum grade of C; Take OST 136 OST 164, minimum grade of C

OST 233. Office Publications Design. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course provides entry-level skills in using software with desktop publishing capabilities. Topics include principles of page layout, desktop publishing terminology and applications, and legal and ethical considerations of software use. Upon completion, students should be able to design and produce professional business documents and publications. Hands-on experience using a software package on a PC is provided to illustrate concepts and provide practice in developing documents and publications.

Prerequisites: Take OST 136

OST 236. Advanced Word Processing. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course develops proficiency in the utilization of advanced word processing functions. Emphasis is placed on advanced word processing features. Upon completion, students should be able to produce a variety of complex business documents.

Prerequisites: Take OST 136, minimum grade of C

OST 238. Office Applications III. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to prepare students to analyze data and prepare advanced documents and reports using office software. Emphasis is placed on in-depth usage of software to create a variety of advanced documents applicable to current business environments. Upon completion, students should be able to master the advanced skills required to design documents that can be customized using the latest software applications.

Prerequisites: Take OST 138

OST 241. Medical Office Transcription I. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course introduces current transcription techniques as applied to medical documents. Emphasis is placed on accurate transcription, proofreading, editing and use of reference materials as well as vocabulary building. Upon completion, students should be able to prepare accurate and usable medical documents in the covered specialties.

Prerequisites: Take MED 121 or OST 141, minimum grade of C; Take OST 134 and OST 136, minimum grade of C

OST 243. Med Office Simulation. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course introduces medical systems used to process information in the automated office. Topics include traditional and electronic information resources, storing and retrieving information, and the billing cycle. Upon completion, students should be able to use the computer accurately to schedule, bill, update, and make corrections.

Prerequisites: Take OST 148, minimum grade of C

OST 247. Procedure Coding. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course provides in-depth coverage of procedural coding. Emphasis is placed on CPT and HCPCS coding systems. Upon completion, students should be able to properly code procedures and services performed in a medical facility.

Prerequisites: TAKE MED 121 OR OST 141; MINIMUM GRADE C; TAKE MED 122 OR OST 142; MINIMUM GRADE C

OST 248. Diagnostic Coding. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course provides an in-depth study of diagnostic coding. Emphasis is placed on ICD coding system. Upon completion, students should be able to properly code diagnoses in a medical facility.

Prerequisites: TAKE MED 121 OR OST 141; MINIMUM GRADE C; TAKE MED 122 OR OST 142; MINIMUM GRADE C

OST 249. Medical Coding Certification Preparation. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-3.0. Work-0.0

This course provides instruction that will prepare students to sit for a national coding certification exam. Topics include diagnostic and procedural coding. Upon completion, students should be able to sit for various medical coding certification exams.

Prerequisites: Take OST 247 and OST 248, minimum grade of C

OST 250. Long-Term Care Coding. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course covers diagnostic coding as it applies to long-term care facilities and home care. Topics include diagnostic coding and reimbursement in long-term care facilities and home care. Upon completion, students should be able to properly code conditions for long-term care and home care services.

Prerequisites: Take MED 121 or OST 141, minimum grade of C

OST 251. Legal Document Formatting. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This document is designed to provide experience in the preparation of various types of legal forms and documents. Emphasis is placed on formatting and keying legal forms, documents, and correspondence. Upon completion, students should be able to produce these documents with accuracy and speed.

Prerequisites: Take 1 group: Take OST 134 OST 155; Take OST 136 OST 155

OST 252. Legal Transcription I. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course provides experience in transcribing legal correspondence, forms, and documents. Emphasis is placed on developing listening skills to transcribe documents. Upon completion, students should be able to transcribe documents with accuracy.

Prerequisites: Take 1 group: Take OST 134 or OST 136, minimum grade of C; Take OST 155, minimum grade of C

OST 263. Healthcare Customer Relations. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course provides the soft skills necessary for effective communication and maintaining customer satisfaction in healthcare. Emphasis is placed on the importance of positive attitudes, techniques for handling difficult/angry customers, rephrasing blunt communication for better results, and the communication skills required to discuss topics such as insurance and billing issues with the patient and other medical personnel. Upon completion, students should be able to communicate information in a professional manner.

Prerequisites: Take One: OST 148 or HMT 210

OST 284. Emerging Technologies. 2.0 Credits. Class-1.0. Clinical-0.0. Lab-2.0. Work-0.0

This course provides opportunities to explore emerging technologies. Emphasis is placed on identifying, researching, and presenting current technological topics for class consideration and discussion. Upon completion, students should be able to understand the importance of keeping abreast of technological changes that affect the office professional.

OST 286. Professional Development. 3.0 Credits. Class-3.0. Clinical-0.0. Lab-0.0. Work-0.0

This course covers the personal competencies and qualities needed to project a professional image in the office. Topics include interpersonal skills, health lifestyles, appearance, attitude, personal and professional growth, multicultural awareness, and professional etiquette. Upon completion, students should be able to demonstrate these attributes in the classroom, office, and society.

OST 288. Medical Office Administration Capstone. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to be a capstone course for the medical office professional and provides a working knowledge of medical office procedures. Emphasis is placed on written and oral communication skills, practice management, electronic health records, medical office procedures, ethics, and professional development. Upon completion, students should be able to demonstrate the skills necessary to manage a medical office.

Prerequisites: Take One: OST 148 or HMT 210

OST 289. Office Administration Capstone. 3.0 Credits. Class-2.0. Clinical-0.0. Lab-2.0. Work-0.0

This course is designed to be a capstone course for the office professional and provides a working knowledge of administrative office procedures. Emphasis is placed on written and oral communication skills, office software applications, office procedures, ethics, and professional development. Upon completion, students should be able to adapt in an office environment.

Prerequisites: Take 1 group: Take OST 134 and OST 164, minimum grade of C; Take OST 136 and OST 164, minimum grade of C