

# CURRICULUM STANDARD

*Effective Term*  
Fall 2017  
[2017\*03]

Curriculum Program Title	<b>Medical Office Administration</b>	Program Code	<b>A25310</b>
Concentration	<b>(not applicable)</b>	Program Code	<b>51.0705</b>

## ***Curriculum Description***

The Medical Office Administration curriculum prepares individuals for employment as medical administrative personnel in the areas of medical office, medical billing and coding, dental office, patient services, and medical documents.

Course work includes medical terminology, computer applications, medical office management, medical coding, medical insurance and billing, medical legal and ethical issues, oral and written communication, and other topics depending on the subject area selected within this curriculum.

Graduates should qualify for employment opportunities in a variety of medical office positions in medical and dental offices, hospitals, insurance companies, laboratories, medical supply companies, and other healthcare related organizations. Upon graduation, students may be eligible to sit for industry recognized certification exams.

## ***Curriculum Requirements\****

***[for associate degree, diploma, and certificate programs in accordance with 1D SBCC 400.97(3)]***

- I. **General Education.** Degree programs must contain a minimum of 15 semester hours including at least one course from each of the following areas: humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics. Degree programs must contain a minimum of 6 semester hours of communications. Diploma programs must contain a minimum of 6 semester hours of general education; 3 semester hours must be in communications. General education is optional in certificate programs.
  
- II. **Major Hours.** AAS, diploma, and certificate programs must include courses which offer specific job knowledge and skills. Work-based learning may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit. *(See second page for additional information.)*
  
- II. **Other Required Hours.** A college may include courses to meet graduation or local employer requirements in a certificate, diploma, or associate in applied science program. These curriculum courses shall be selected from the *Combined Course Library* and must be approved by the System Office prior to implementation. Restricted, unique, or free elective courses may not be included as other required hours.

	<b>AAS</b>	<b>Diploma</b>	<b>Certificate</b>
Minimum General Education Hours	15	6	0
Minimum Major Hours	49	30	12
Other Required Hours	0-7	0-4	0-1
<b>Total Semester Hours Credit (SHC)</b>	<b>64-76</b>	<b>36-48</b>	<b>12-18</b>

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*\*Within the degree program, the institution shall include opportunities for the achievement of competence in reading, writing, oral communication, fundamental mathematical skills, and basic use of computers.*

<b>Minimum General Education Hours Required:</b>	<b>15 SHC</b>	<b>6 SHC</b>	<b>0 SHC</b>
<p><i>Courses listed below are recommended general education courses for this curriculum standard. Colleges may choose to include additional or alternative general education courses to meet local curriculum needs.</i></p> <p><b>Communication:</b></p> <p>COM 110 Introduction to Communication 3 SHC  COM 120 Intro Interpersonal Com 3 SHC  COM 231 Public Speaking <b>U</b> 3 SHC  ENG 111 Writing and Inquiry <b>U</b> 3 SHC  ENG 112 Writing/Research in the Disc <b>U</b> 3 SHC  ENG 114 Prof Research &amp; Reporting 3 SHC  ENG 116 Technical Report Writing 3 SHC</p> <p><b>Humanities/Fine Arts:</b></p> <p>ART 111 Art Appreciation <b>U</b> 3 SHC  HUM 110 Technology and Society 3 SHC  HUM 115 Critical Thinking 3 SHC  HUM 230 Leadership Development 3 SHC  MUS 110 Music Appreciation <b>U</b> 3 SHC  PHI 230 Introduction to Logic 3 SHC  PHI 240 Introduction to Ethics <b>U</b> 3 SHC</p> <p><b>Social /Behavioral Sciences:</b></p> <p>ECO 151 Survey of Economics 3 SHC  ECO 251 Prin of Microeconomics <b>U</b> 3 SHC  ECO 252 Prin of Macroeconomics <b>U</b> 3 SHC  POL 120 American Government <b>U</b> 3 SHC  PSY 118 Interpersonal Psychology 3 SHC  PSY 150 General Psychology <b>U</b> 3 SHC  SOC 210 Introduction to Sociology <b>U</b> 3 SHC</p> <p><b>Natural Sciences/Mathematics:</b></p> <p>MAT 110 Math Measurement and Literacy 3 SHC  MAT 121 Algebra/Trigonometry I 3 SHC  MAT 143 Quantitative Literacy <b>U</b> 3 SHC  MAT 152 Statistical Methods I <b>U</b> 4 SHC  MAT 171 Precalculus Algebra <b>U</b> 4 SHC</p> <p><b>U</b> indicates a Universal General Education Transfer Component (UGETC) course included in the Comprehensive Articulation Agreement. UGETC courses are guaranteed to transfer to any of the sixteen University of North Carolina senior institutions as equivalent credit within defined distribution limits.</p>	<p><b>6 SHC</b></p> <p><b>3 SHC</b></p> <p><b>3 SHC</b></p> <p><b>3-4 SHC</b></p>	<p><b>3-6 SHC</b></p> <p><b>0-3 SHC</b></p> <p><b>0-3 SHC</b></p> <p><b>0-3 SHC</b></p>	<p><b>Optional</b></p> <p><b>Optional</b></p> <p><b>Optional</b></p> <p><b>Optional</b></p>

## Major Hours

[ref. 1D SBCCC 400.97(3)]

- A. Core.** The subject/course core is comprised of subject areas and/or specific courses which are required for each curriculum program. A diploma program offered under an approved AAS program standard or a certificate which is the highest credential level awarded under an approved AAS program standard must include a minimum of 12 semester hours credit derived from the subject/course core of the AAS program.
- B. Concentration** (if applicable). A concentration of study must include a minimum of 12 semester hours credit from required subjects and/or courses. The majority of the course credit hours are unique to the concentration. The required subjects and/or courses that make up the concentration of study are in addition to the required subject/course core.
- C. Other Major Hours.** Other major hours must be selected from prefixes listed on the curriculum standard. A maximum of 9 semester hours of credit may be selected from any prefix listed, with the exception of prefixes listed in the core or concentration. Work-based learning may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit.

### Medical Office Administration A25310

	AAS	Diploma	Certificate																																																																																
<b>Minimum Major Hours Required</b>	<b>49 SHC</b>	<b>30 SHC</b>	<b>12 SHC</b>																																																																																
<p><b>A. Technical Core:</b>  <i>A diploma offered under this AAS degree requires a minimum of 12 SHC extracted from the required subject area or core of the AAS degree.</i></p> <p><b>Required Courses:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">OST</td> <td style="width: 10%;">148</td> <td style="width: 50%;">Med Ins &amp; Billing</td> <td style="width: 20%; text-align: right;">3 SHC</td> </tr> <tr> <td>OST</td> <td>164</td> <td>Office Editing</td> <td style="text-align: right;">3 SHC</td> </tr> </table> <p><b>Computer Applications</b>  <i>Select one:</i></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">CIS</td> <td style="width: 10%;">110</td> <td style="width: 50%;">Introduction to Computers</td> <td style="width: 20%; text-align: right;">3 SHC</td> </tr> <tr> <td>CIS</td> <td>111</td> <td>Basic PC Literacy</td> <td style="text-align: right;">2 SHC</td> </tr> <tr> <td>OST</td> <td>137</td> <td>Office Applications I</td> <td style="text-align: right;">3 SHC</td> </tr> </table> <p><b>Formatting/Word Processing</b>  <i>Select one:</i></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">OST</td> <td style="width: 10%;">134</td> <td style="width: 50%;">Text Entry and Formatting</td> <td style="width: 20%; text-align: right;">3 SHC</td> </tr> <tr> <td>OST</td> <td>136</td> <td>Word Processing</td> <td style="text-align: right;">3 SHC</td> </tr> </table> <p><b>Legal/Medical Ethics</b>  <i>Select one:</i></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">HMT</td> <td style="width: 10%;">215</td> <td style="width: 50%;">Legal Asp of Healthcare Admin</td> <td style="width: 20%; text-align: right;">3 SHC</td> </tr> <tr> <td>MED</td> <td>118</td> <td>Medical Law and Ethics</td> <td style="text-align: right;">2 SHC</td> </tr> <tr> <td>OST</td> <td>149</td> <td>Medical Legal Issues</td> <td style="text-align: right;">3 SHC</td> </tr> </table> <p><b>Medical Office Management</b>  <i>Select one:</i></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">MED</td> <td style="width: 10%;">130</td> <td style="width: 50%;">Admin Office Procedures I</td> <td style="width: 20%; text-align: right;">2 SHC</td> </tr> <tr> <td>OST</td> <td>161</td> <td>Medical Ofc Procedures</td> <td style="text-align: right;">3 SHC</td> </tr> <tr> <td>OST</td> <td>181</td> <td>Office Procedures</td> <td style="text-align: right;">3 SHC</td> </tr> <tr> <td>OST</td> <td>288</td> <td>Medical Office Admin Capstone</td> <td style="text-align: right;">3 SHC</td> </tr> <tr> <td>OST</td> <td>289</td> <td>Office Admin Capstone</td> <td style="text-align: right;">3 SHC</td> </tr> </table> <p><b>Medical Terminology</b>  <i>Select one set:</i></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">MED</td> <td style="width: 10%;">121</td> <td style="width: 50%;">Medical Terminology I</td> <td style="width: 20%; text-align: right;">3 SHC</td> </tr> <tr> <td>MED</td> <td>122</td> <td>Medical Terminology II</td> <td style="text-align: right;">3 SHC</td> </tr> <tr> <td colspan="4" style="text-align: center;">or</td> </tr> <tr> <td>OST</td> <td>141</td> <td>Med Office Terms I</td> <td style="text-align: right;">3 SHC</td> </tr> <tr> <td>OST</td> <td>142</td> <td>Med Office Terms II</td> <td style="text-align: right;">3 SHC</td> </tr> </table>	OST	148	Med Ins & Billing	3 SHC	OST	164	Office Editing	3 SHC	CIS	110	Introduction to Computers	3 SHC	CIS	111	Basic PC Literacy	2 SHC	OST	137	Office Applications I	3 SHC	OST	134	Text Entry and Formatting	3 SHC	OST	136	Word Processing	3 SHC	HMT	215	Legal Asp of Healthcare Admin	3 SHC	MED	118	Medical Law and Ethics	2 SHC	OST	149	Medical Legal Issues	3 SHC	MED	130	Admin Office Procedures I	2 SHC	OST	161	Medical Ofc Procedures	3 SHC	OST	181	Office Procedures	3 SHC	OST	288	Medical Office Admin Capstone	3 SHC	OST	289	Office Admin Capstone	3 SHC	MED	121	Medical Terminology I	3 SHC	MED	122	Medical Terminology II	3 SHC	or				OST	141	Med Office Terms I	3 SHC	OST	142	Med Office Terms II	3 SHC	<b>33-36 SHC</b>	<b>12 SHC</b>	
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<b>Required Subject Areas (Select one subject area.):</b>			
<b>General Medical Office Administration</b>			
<i>12 hours to be selected from the following prefixes: OST and/or MED</i>			
<b>Dental Office</b>			
OST	143	Dental Office Terminology	3 SHC
OST	147	Dental Billing and Coding	3 SHC
OST	245	Dental Office Management	3 SHC
OST	246	Dental Office Simulation	3 SHC
<b>Healthcare Administration</b>			
BUS	153	Human Resource Mgmt	3 SHC
HMT	110	Intro to Healthcare Mgmt	3 SHC
HMT	211	Long Term Care Admin	3 SHC
HMT	212	Mgmt of Healthcare Org	3 SHC
<b>Medical Auditor</b>			
OST	247	Procedure Coding	3 SHC
OST	248	Diagnostic Coding	3 SHC
OST	264	Medical Auditing	3 SHC
<i>Select one:</i>			
OST	265	Healthcare Comp & Reg	3 SHC
OST	266	Adv Medical Auditing	3 SHC
<b>Medical Billing and Coding</b>			
OST	247	Procedure Coding	3 SHC
OST	248	Diagnostic Coding	3 SHC
<i>Select two:</i>			
OST	249	Med Coding Certification Prep	3 SHC
OST	250	Long-Term Care Coding	3 SHC
OST	260	Adv Coding Methodologies	3 SHC
OST	264	Medical Auditing	3 SHC
<b>Medical Document Specialist</b>			
<i>Select four:</i>			
OST	135	Adv Text Entry & Format	3 SHC
OST	165	Adv Office Editing	3 SHC
OST	241	Med Ofc Transcription I	3 SHC
OST	242	Med Ofc Transcription II	3 SHC
OST	244	Med Document Processing	3 SHC
OST	280	Electronic Health Records	3 SHC
<b>Patient Services Representative</b>			
<i>Select three:</i>			
BUS	151	People Skills	3 SHC
BUS	260	Business Communication	3 SHC
BUS	270	Professional Development	3 SHC
MKT	223	Customer Service	3 SHC
OST	165	Adv Office Editing	3 SHC
OST	263	Healthcare Customer Relations	3 SHC
OST	286	Professional Development	3 SHC
<i>Select one:</i>			
BUS	121	Business Math	3 SHC
BUS	125	Personal Finance	3 SHC
OST	122	Office Computations	3 SHC

<b>B. CONCENTRATION</b> <i>(Not applicable)</i>			
<b>C. OTHER MAJOR HOURS</b> <i>To be selected from the following prefixes:</i>  ACC, BAF, BIO, BUS, CIS, CRT, CSV, CTI, CTS, DBA, DEN, ECO, ETR, HBI, HEA, HIT, HMT, ISC, MED, MKT, NET, OMT, OST, PBT, PMT, SPA, WBL and WEB  <i>Up to two semester hour credit may be selected from ACA.</i>  <i>Up to three semester hour credits may be selected from the following prefixes: ARA ASL, CHI, FRE, GER, ITA, JPN, LAT, POR, RUS and SPA.</i>			

**Employability Competencies**

Fundamental competencies that address soft skills vital to employability, personal, and professional success are listed below. Colleges are encouraged to integrate these competencies into the curriculum by embedding appropriate student learning outcomes into one or more courses or through alternative methods.

- A. Information processing** – The ability to acquire, evaluate, organize, manage, and interpret information (Planning and Organizing)
- B. Communication** – The ability to effectively exchange ideas and information with others through oral, written, or visual means
- C. Integrity and Professionalism** – Workplace behaviors that relate to ethical standards, honesty, fairness, respect, responsibility, self-control, criticism and demeanor
- D. Interpersonal Skills and Teamwork** – The ability to work effectively with others, especially to analyze situations, establish priorities, and apply resources for solving problems or accomplishing tasks
- E. Initiative and Dependability** – Workplace behaviors that relate to seeking out new responsibilities, establishing and meeting goals, completing tasks, following directions, complying with rules, and consistent reliability
- F. Problem-solving** – The ability to identify problems and potential causes while developing and implementing practical action plans for solutions
- G. Adaptability and Lifelong Learning** – The ability to learn and apply new knowledge and skills and adapt to changing technologies, methods, processes, work environments, organizational structures and management practices
- H. Entrepreneurship** – The knowledge and skills necessary to create opportunities and develop as an employee or self-employed business owner

\*\*The Employability Competencies were determined as part of the Office Administration Alignment Project (OAAP). The *North Carolina Career Clusters Guide*, along with Industry/Employer Surveys, OAAP College Representative Surveys, and College Advisory Board input were used to determine these competencies.

*The North Carolina Career Clusters Guide was developed by the North Carolina Department of Public Instruction and the North Carolina Community College system to link the academic and Career and Technical Education programs at the secondary and postsecondary levels to increase student achievement. Additional information about Career Clusters is located at:*

[http://www.nc-net.info/NC\\_career\\_clusters\\_guide.php](http://www.nc-net.info/NC_career_clusters_guide.php) or <http://www.careertech.org>