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.
Minimum General Education Hours Required:

<table>
<thead>
<tr>
<th>Course Category</th>
<th>15 SHC</th>
<th>6 SHC</th>
<th>0 SHC</th>
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<tbody>
<tr>
<td>Communication:</td>
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<tr>
<td>COM 110 Introduction to Communication</td>
<td>3 SHC</td>
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<tr>
<td>COM 120 Intro Interpersonal Com</td>
<td>3 SHC</td>
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<tr>
<td>COM 231 Public Speaking U</td>
<td>3 SHC</td>
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<tr>
<td>ENG 111 Writing and Inquiry U</td>
<td>3 SHC</td>
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</tr>
<tr>
<td>ENG 112 Writing/Research in the Disc U</td>
<td>3 SHC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENG 114 Prof Research &amp; Reporting</td>
<td>3 SHC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENG 116 Technical Report Writing</td>
<td>3 SHC</td>
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<tr>
<td>Humanities/Fine Arts:</td>
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<tr>
<td>ART 111 Art Appreciation U</td>
<td>3 SHC</td>
<td>0-3 SHC</td>
<td>Optional</td>
</tr>
<tr>
<td>HUM 110 Technology and Society</td>
<td>3 SHC</td>
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<tr>
<td>HUM 115 Critical Thinking</td>
<td>3 SHC</td>
<td></td>
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<tr>
<td>HUM 230 Leadership Development</td>
<td>3 SHC</td>
<td></td>
<td></td>
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<tr>
<td>MUS 110 Music Appreciation U</td>
<td>3 SHC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PHI 230 Introduction to Logic</td>
<td>3 SHC</td>
<td></td>
<td></td>
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<tr>
<td>PHI 240 Introduction to Ethics U</td>
<td>3 SHC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social/Behavioral Sciences:</td>
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<td></td>
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<tr>
<td>ECO 151 Survey of Economics</td>
<td>3 SHC</td>
<td>0-3 SHC</td>
<td>Optional</td>
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<tr>
<td>ECO 251 Prin of Microeconomics U</td>
<td>3 SHC</td>
<td></td>
<td></td>
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<tr>
<td>ECO 252 Prin of Macroeconomics U</td>
<td>3 SHC</td>
<td></td>
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<tr>
<td>POL 120 American Government U</td>
<td>3 SHC</td>
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<tr>
<td>PSY 118 Interpersonal Psychology</td>
<td>3 SHC</td>
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<tr>
<td>PSY 150 General Psychology U</td>
<td>3 SHC</td>
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<tr>
<td>SOC 210 Introduction to Sociology U</td>
<td>3 SHC</td>
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<tr>
<td>Natural Sciences/Mathematics:</td>
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<tr>
<td>MAT 110 Math Measurement and Literacy</td>
<td>3 SHC</td>
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<tr>
<td>MAT 121 Algebra/Trigonometry I</td>
<td>3 SHC</td>
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<tr>
<td>MAT 143 Quantitative Literacy U</td>
<td>3 SHC</td>
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<tr>
<td>MAT 152 Statistical Methods I U</td>
<td>4 SHC</td>
<td></td>
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</tr>
<tr>
<td>MAT 171 Precalculus Algebra U</td>
<td>4 SHC</td>
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</tbody>
</table>

*U* 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.
Major Hours

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

<table>
<thead>
<tr>
<th>Minimum Major Hours Required</th>
<th>AAS</th>
<th>Diploma</th>
<th>Certificate</th>
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<tr>
<td>A. Technical Core:</td>
<td>49 SHC</td>
<td>30 SHC</td>
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<td>Required Courses:</td>
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<tr>
<td>OST 148 Med Ins &amp; Billing</td>
<td>3 SHC</td>
<td></td>
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<tr>
<td>OST 164 Office Editing</td>
<td>3 SHC</td>
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<tr>
<td>Computer Applications</td>
<td></td>
<td></td>
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<tr>
<td>Select one:</td>
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<tr>
<td>CIS 110 Introduction to Computers</td>
<td>3 SHC</td>
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<tr>
<td>CIS 111 Basic PC Literacy</td>
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<tr>
<td>OST 137 Office Applications I</td>
<td>3 SHC</td>
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<td></td>
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<tr>
<td>Formatting/Word Processing</td>
<td></td>
<td></td>
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<td>Select one:</td>
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<td></td>
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<tr>
<td>OST 134 Text Entry and Formatting</td>
<td>3 SHC</td>
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<tr>
<td>OST 136 Word Processing</td>
<td>3 SHC</td>
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<td></td>
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<tr>
<td>Legal/Medical Ethics</td>
<td></td>
<td></td>
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<tr>
<td>Select one:</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>HMT 215 Legal Asp of Healthcare Admin</td>
<td>3 SHC</td>
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<tr>
<td>MED 118 Medical Law and Ethics</td>
<td>2 SHC</td>
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<tr>
<td>OST 149 Medical Legal Issues</td>
<td>3 SHC</td>
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<td></td>
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<tr>
<td>Medical Office Management</td>
<td></td>
<td></td>
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<tr>
<td>Select one:</td>
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<tr>
<td>MED 130 Admin Office Procedures I</td>
<td>2 SHC</td>
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<tr>
<td>OST 161 Medical Ofc Procedures</td>
<td>3 SHC</td>
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<tr>
<td>OST 181 Office Procedures</td>
<td>3 SHC</td>
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<td>OST 288 Medical Office Admin Capstone</td>
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<tr>
<td>OST 289 Office Admin Capstone</td>
<td>3 SHC</td>
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<tr>
<td>Medical Terminology</td>
<td></td>
<td></td>
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<tr>
<td>Select one set:</td>
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<td></td>
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<tr>
<td>MED 121 Medical Terminology I</td>
<td>3 SHC</td>
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<tr>
<td>MED 122 Medical Terminology II</td>
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<td>or</td>
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<tr>
<td>OST 141 Med Office Terms I</td>
<td>3 SHC</td>
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<tr>
<td>OST 142 Med Office Terms II</td>
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</table>
### Required Subject Areas (Select one subject area.):

#### General Medical Office Administration

12 hours to be selected from the following prefixes: OST and/or MED

#### Dental Office

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Course Title</th>
<th>SHC</th>
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<tbody>
<tr>
<td>OST</td>
<td>Dental Office Terminology</td>
<td>3</td>
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<tr>
<td>OST</td>
<td>Dental Billing and Coding</td>
<td>3</td>
</tr>
<tr>
<td>OST</td>
<td>Dental Office Management</td>
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<tr>
<td>OST</td>
<td>Dental Office Simulation</td>
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#### Healthcare Administration

<table>
<thead>
<tr>
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<tr>
<td>BUS</td>
<td>Human Resource Mgmt</td>
<td>3</td>
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<tr>
<td>HMT</td>
<td>Intro to Healthcare Mgmt</td>
<td>3</td>
</tr>
<tr>
<td>HMT</td>
<td>Long Term Care Admin</td>
<td>3</td>
</tr>
<tr>
<td>HMT</td>
<td>Mgmt of Healthcare Org</td>
<td>3</td>
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#### Medical Auditor

<table>
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<tr>
<th>Prefix</th>
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<tbody>
<tr>
<td>OST</td>
<td>Procedure Coding</td>
<td>3</td>
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<tr>
<td>OST</td>
<td>Diagnostic Coding</td>
<td>3</td>
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<tr>
<td>OST</td>
<td>Medical Auditing</td>
<td>3</td>
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**Select one:**

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Course Title</th>
<th>SHC</th>
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<tbody>
<tr>
<td>OST</td>
<td>Healthcare Comp &amp; Reg</td>
<td>3</td>
</tr>
<tr>
<td>OST</td>
<td>Adv Medical Auditing</td>
<td>3</td>
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</table>

#### Medical Billing and Coding

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Course Title</th>
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<tbody>
<tr>
<td>OST</td>
<td>Procedure Coding</td>
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**Select two:**

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<tr>
<td>OST</td>
<td>Med Coding Certification Prep</td>
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<tr>
<td>OST</td>
<td>Long-Term Care Coding</td>
<td>3</td>
</tr>
<tr>
<td>OST</td>
<td>Adv Coding Methodologies</td>
<td>3</td>
</tr>
<tr>
<td>OST</td>
<td>Medical Auditing</td>
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#### Medical Document Specialist

**Select four:**

<table>
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<tr>
<th>Prefix</th>
<th>Course Title</th>
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<tbody>
<tr>
<td>OST</td>
<td>Adv Text Entry &amp; Format</td>
<td>3</td>
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<tr>
<td>OST</td>
<td>Adv Office Editing</td>
<td>3</td>
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<tr>
<td>OST</td>
<td>Med Ofc Transcription I</td>
<td>3</td>
</tr>
<tr>
<td>OST</td>
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<td>OST</td>
<td>Med Document Processing</td>
<td>3</td>
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<tr>
<td>OST</td>
<td>Electronic Health Records</td>
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#### Patient Services Representative

**Select three:**

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Course Title</th>
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<tbody>
<tr>
<td>BUS</td>
<td>People Skills</td>
<td>3</td>
</tr>
<tr>
<td>BUS</td>
<td>Business Communication</td>
<td>3</td>
</tr>
<tr>
<td>BUS</td>
<td>Professional Development</td>
<td>3</td>
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<tr>
<td>MKT</td>
<td>Customer Service</td>
<td>3</td>
</tr>
<tr>
<td>OST</td>
<td>Adv Office Editing</td>
<td>3</td>
</tr>
<tr>
<td>OST</td>
<td>Healthcare Customer Relations</td>
<td>3</td>
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<tr>
<td>OST</td>
<td>Professional Development</td>
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**Select one:**

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Course Title</th>
<th>SHC</th>
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<tbody>
<tr>
<td>BUS</td>
<td>Business Math</td>
<td>3</td>
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<tr>
<td>BUS</td>
<td>Personal Finance</td>
<td>3</td>
</tr>
<tr>
<td>OST</td>
<td>Office Computations</td>
<td>3</td>
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</table>
### B. CONCENTRATION

*Not applicable*

### C. OTHER MAJOR HOURS

To be selected from the following prefixes:

- ACC, BAF, BIO, BUS, CIS, CRT, CSV, CTI, CTS, DBA, DEN, ECO, ETR, HBI, HEA, HIT, HMT, ISC, MED, MKT, NET, OMT, PBT, PMT, SPA, WBL and WEB

*Up to two semester hour credit may be selected from ACA.*

*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.*

**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: