

RCTC PROGRAM PLAN

HEALTHCARE OFFICE PROFESSIONAL

Certificate

- I. MINNESOTA TRANSFER CURRICULUM (MNTC)/
GENERAL EDUCATION REQUIREMENTS.....3 CREDITS**
ENGL 1109, Introduction to Professional and Technical Communication, 3 cr (MNTC Goal 1) **OR**
ENGL 1117, Reading and Writing Critically I, 4 cr (MNTC Goal 1)
- II. CORE PROGRAM REQUIREMENTS.....17 CREDITS**
AOP 2614, Customer Relations Management, 3 cr
AOP 2617, Microsoft Outlook and Meeting Planning, 3 cr
AOP 2870, Employment Strategies, 1 cr
HCOP 1620, Medical Terminology for Health Professions, 3 cr
HCOP 1630, Healthcare Office Fundamentals, 3 cr
HCOP 1640, Healthcare Office Documentation, 4 cr
- TOTAL20 CREDITS**

PROGRAM OUTCOMES:

Upon completion of the Healthcare Office Professional program at RCTC, students will achieve the following outcomes:

- Define and comprehend appropriate terminology in the area of pharmacology, pathophysiology, anatomy, and physiology in medical documents.
- Demonstrate the ability to correctly transcribe, proofread, and edit healthcare documents using correct English language and the proper rules of grammar, punctuation, and style.
- Demonstrate ability to accurately manage an electronic medical record.
- Demonstrate the administrative functions, operations, and dynamics of healthcare work environments in the role of a healthcare office professional.
- Exhibit critical thinking, ethical conduct, and professionalism in oral and written communication in a medical office setting.

ADDITIONAL NOTES:

PURPOSE: This program prepares students for employment in healthcare office environments. Employment opportunities may include medical administrative assistants, receptionists, appointment coordinators, medical transcriptionists, medical scribes, medical editors, medical secretary, pathology reporting specialists, health unit coordinators, and healthcare documentation specialists. Healthcare office professionals may provide support to patients, physicians, nurse practitioners, physician assistants, and surgeons in hospitals, clinics, or medical offices. Extensive training is provided in medical terminology, healthcare documentation, and office technology and fundamentals. Students will learn how diseases affect the body and which medications and other treatments are used to treat illnesses.

Revised: 03/19/2024

Implementation: Fall 2025