



## Department of Health & Human Services

### Program & Technical Standards for Medical Office Administration Majors

#### Concerns with a Course

If you have any concerns about a course, including accessibility concerns, **first consult your instructor**. If after meeting with your instructor, if you feel that your concern has not been satisfactorily addressed, or if you feel that you cannot effectively communicate with your instructor about the issue, you may contact the following people in the following order:

#### Second Contact

Dean of Health & Human Services: Glenn Grady, (828) 627-4652, [ggrady@haywood.edu](mailto:ggrady@haywood.edu)  
Department Assistant: Karen Lawrence (828) 565-4035

#### Third Contact

Vice President of Instruction: Wendy Hines, (828) 565-4069, [whines@haywood.edu](mailto:whines@haywood.edu)

#### Program Outcomes

*The Medical Office Administration* degree program is designed to facilitate development of the following program outcomes:

1. Demonstrate an understanding of the current health care reimbursement process.
2. Demonstrate an understanding of the current external forces that affect the health care system.
3. Understanding the rules and regulations, as well as all compliance issues, that affect the health care industry.
4. Demonstrate an understanding of ethical implications applicable to work in the health care industry.
5. Demonstrate an understanding of professionalism, communication skills, and business etiquette required to function in a health care entity.
6. Demonstrate an understanding of customer service skills and quality improvement processes required to function in a health care entity.
7. Demonstrate an understanding of the usage of medical code sets within the health care industry.
8. Demonstrate efficiency in the use of basic computer software including document processing, spreadsheet, database, publishing and presentation.
9. Demonstrate an understanding of the current health information technology and electronic processes.
10. Demonstrate an understanding of the human resource management skills that apply to the health care industry.
11. Demonstrate an understanding of the financial processes that are applicable to a health care entity.
12. Demonstrate an understanding of the workflow and related processes and staffing specific to a health care entity. (WBL 111)
13. Demonstrate an understanding of human anatomy and physiology and medical terminology.

#### EXAMPLES ARE NOT ALL INCLUSIVE.

Haywood Community College is an ADA compliant institution. The College does not discriminate on the basis of disability in the admissions process or in access to its programs, services and/or activities for qualified individuals who meet essential eligibility requirements. The College will provide reasonable accommodations for documented disabilities of individuals who are eligible to receive or participate in college programs, services and/or activities. Student Services provides a disability counselor to assist students in requesting disability related accommodations. If a student believes that he/she cannot meet one or more of the essential functions without accommodations, the student is encouraged to disclose the disability to the disability counselor as soon as possible. Students must certify the ability to meet essential functions of the curriculum by a signed statement in the beginning of the program.



### Clinical and Lab Activity Information

**Program of Study:** Medical Office Administration

**Department:** Health & Human Services

Job Requirements	Occasional	Frequent	Constant
<b>Activity:</b>			
(List # of lbs.) <b>20</b>			
Lifting			
Static Knuckle Height	✓		
Bench Height	✓		
Ankle Height	✓		
Shoulder Height	✓		
Dynamic Bench Height ( <b>3 feet</b> )			
To the Left	✓		
From the Center	✓		
To the Right	✓		
Carrying	✓		
Cart Height ( <b>3 feet</b> )			
Pushing	✓		
Pulling	✓		
List Frequency Only:			
Sitting		✓	
Standing/Walking	✓		
Climbing			
Stairs	✓		
Ladder	✓		
Balance			
Stooping	✓		
Kneeling	✓		
Crouching	✓		
Crawling	✓		
Reaching			
Forward	✓		
Overhead	✓		
Bending Reach	✓		
Other			
Handling	✓		
Fingering		✓	
Feeling	✓		
Hearing			✓
Seeing			
Near			✓
Distance			✓
Reading			✓
Calculating		✓	
Compiling		✓	

**Lifting Frequencies:**

Occasional	1 lift every 30 minutes
Frequent	1 lift every 2 minutes
Constant	1 lift every 15 seconds

**Other Activities:**

Occasional	0-33% (1-20 min per hour)
Frequent	34-66% (21-40 min per hour)
Constant	67-100% (41-60 min per hour)

Note: Requires a Criminal Background Check and a Urine Drug Screening.