



Program & Technical Standards for Medical Office Administration Majors Concerns with a Course

Haywood Community College reserves the right to implement technical standards to protect the safety and health of all students and any clients/patients served in clinics, labs, and shops, and further, to prepare students for employment in the program of study. Please check with the academic advisor prior to enrolling to review specific technical standards based on job requirements for the program of study.

If a student believes that he or she cannot meet one or more of the technical standards without accommodations or modifications, the College must determine, on an individual basis, whether or not the necessary accommodations or modifications can be reasonably made.

Haywood Community College is committed to providing equal educational opportunities for students with documented disabilities. The College complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 which stipulate that no student shall be denied the benefits of an education “solely by reason of a disability.” Disabilities covered by law include, but are not limited to, learning disabilities, psychological disabilities, and hearing, sight, or mobility impairments.

Students with a disability are encouraged to disclose their disability to a Student Wellness Counselor. Reasonable accommodations can be provided after the submission of appropriate documentation. For more information, please contact Student Wellness in Student Services at (828) 627-4504/or by email at HCC-Wellness@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 preparation, editing, 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.

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

Job Requirements	Occasional	Frequent	Constant
Activity:			
(List # of lbs.) 20			
Lifting			
Static Knuckle Height	✓		
Bench Height Ankle	✓		
Height	✓		
Shoulder Height	✓		
Dynamic Bench Height (3 feet)	✓		
To the Left	✓		
From the Center	✓		
To the Right	✓		
Carrying			
Cart Height (3 feet)			
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.