MOA110 : MEDICAL OFFICE PROCEDURES

Students gain a working knowledge of reception procedures and office management skills utilized in the medical environment. Knowledge and skill related to scheduling appointments, written and oral communication including telephone techniques, reception duties, and emergency procedures are introduced. Basic psychological concepts that relate to patient care are discussed. Students will learn how computers impact the medical office environment. In addition, administrative terminology, legal, ethical and safety concepts related to the medical office will be addressed.

Clock Hours	60
Lab Hours	40
Lecture Hours	20
Quarter Credits	4
Prerequisites	None