

# CANADIAN VALLEY TECHNOLOGY CENTER

## MEDICAL OFFICE SPECIALIST PROGRAM

Revised 6/2017



## INFORMATION PACKET

**CV//TECH**

# **ADMISSION POLICIES AND PROCEDURES FOR MEDICAL OFFICE SPECIALIST**

Become a Certified Medical Administrative Specialist (CMAS). The Administrative Medical Office Specialist program is designed for the student who wishes to begin working in the medical office career field as a front-office medical assistant, medical secretary, or administrative medical assistant. The curriculum focuses on the knowledge and skills necessary for the student to complete training in a suitable time frame and get into the work force as soon as possible. Any person applying for admission to the Medical Office Specialist program must meet with the career counselor before enrollment in the career major is accepted. (High school diploma or GED required)

The career counselor can be reached by calling 405-345-3340 and making an appointment to discuss your potential enrollment and career choices.

Contact the Financial Aid Officer for information regarding financial aid at 405-422-2208.



## **Non-Discrimination Statement**

Canadian Valley Technology Center District No. 6, does not discriminate on the basis of race, color, sex, pregnancy, gender, gender expression or identity, National origin religion, disability, veteran status, sexual orientation, age or genetic information.

Revised 4/28/2016

The Medical Office Specialist program requires clinical rotations in health care facilities separate from CVTECH. Students with a felony or sex offender conviction may be prohibited from training in health care facilities and therefore cannot complete the requirements of the program. You will be required to have a National Background Check completed. The career counselor will discuss this requirement with you.

You will be required to have American Heart Association BLS Provider CPR and American Heart Association First Aide before you will be allowed to perform job shadowing, clinical practice or internships. The Business and Industry Services Department at CVTECH offers students in the Medical Assistant program CPR and First Aide at a discounted rate, plus books. The books are sold separately at the CVTECH Bookstore. You may contact the bookstore by calling 405-345-3344.

### **Items to bring with you for enrollment:**

- Documentation of Two Step TB Skin Test not more than 6 months old (tests are valid for 1 year)
- Results of the WorkKeys Assessment (call 405-422-2318 for testing appointment)
- Method of Payment
  - Financial Aid (apply online at [www.fafsa.gov](http://www.fafsa.gov); school code: 009965)

Next Step Scholarship for students under the age of 24 with a high school diploma and living in district (must provide driver's license, high school diploma, and current utility bill for verification purposes)

### **Course Objectives**

Upon completion of the Administrative Medical Office Specialist program, the student will have accomplished the following objectives:

1. Discuss how to control the size of a program window.
2. Explain how to use program commands using a menu bar and toolbar.
3. Describe the Windows control Panel.
4. Explain how to browse libraries, folders and files in Windows.
5. Discuss how to delete and undelete (restore) files in Windows.
6. Describe two safeguards against Internet security threats.
7. Locate all letters, numbers, and symbols on the keyboard.
8. Master alphabetic keyboarding and numeric keyboarding.
9. Increase your keyboarding speed and accuracy.
10. Explain how to utilize the Outlook software to process email and schedule appointments.

11. Describe how to complete the word processing cycle including starting the word processing software, applying appropriate margins and settings, saving the document, editing the document.
12. Describe how to create a new worksheet, enter values and formulas, apply various formats and styles to data entered on the worksheet, print a worksheet and save the worksheet with the Save and the Save As options.
13. Describe how to handle conflict, either with a patient on the phone or within the medical office.
14. Describe common filing systems including alphabetic, subject, indirect, chronologic, electronic, and tickler systems.
15. Describe the duties of a medical office receptionist including scheduling appointments, registering patients and managing medical records.
16. Define terms and abbreviations associated with medical records, medicines prescriptions, collections, credit, fees, methods of payment and various insurance plans.
17. Divide basic medical terms into component parts.
18. Define combining forms, suffixes, and prefixes to determine the meanings of basic medical terms.
19. Explain how to form plurals of medical terms.
20. List ten body systems and their functions.
21. Identify five body cavities and the specific organs within them.
22. Enumerate four divisions of the spine.
23. Define combining forms, pathology terms, treatment procedures, and abbreviations related to the human body systems.
24. Discuss legal and ethical issues in insurance and billing, and the basics of health insurance, including types of coverage.
25. Describe in general terms the important federal, state, and private health insurance plans.
26. Discuss general guidelines for health record documentation, and the contents of a medical report.
27. Describe reasons why claims are rejected and possible solutions to collection problems.
28. Discuss health insurance payments and claim management, rebilling, filing of claim appeals for various third-party payers, fees and patient payment options.
29. Explain how to process claims for various third-party payers, including private and government plans.
30. Differentiate among options available in a computerized patient accounting system.

31. Describe how to manage and enter data on a computerized billing system.
32. Describe the responsibilities of the medical office specialist in assisting patients for examinations.
33. Discuss safety guidelines for assisting a patient to the exam room and onto the exam table.
34. Define terms associated with vital signs and pulse oximetry.
35. Identify normal ranges for vital sign measurements.
36. Explain how to record vital signs.
37. Describe common exam positions and their purposes.
38. Explain principles of cardiopulmonary resuscitation for infant, child, and adult.
39. Discuss the use of Automated External Defibrillator.
40. Apply the knowledge about basic first aid for minor injuries and illnesses.
41. Identify factors that define an emergency situation.
42. Explain how various illnesses create vulnerability to a potential emergency.



## **Approximate Costs Associated with the Medical Office Specialist program:**

Tuition:	
In-District	\$210/month
Out-of-District	\$3639.30/month
Out-of-State/International	\$7278.60/month
Textbooks from CVTECH Bookstore; Approximately	\$700
National Background Check (may need more than 1)	\$13.25
Drug Testing	\$40
Uniforms (2 tops, 2 pants, lab jacket)	\$90
Shoes (mostly white; tennis or leather shoes)	\$60
AHA BLS Provider CPR Certification (if not current)	\$11
AHA First Aide Certification (if not current)	\$5

### **ALL COSTS ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

Charges will not be prorated or refunded for partial months. No refunds will be given for textbooks unless the textbook is returned in the original condition with the original Canadian Valley Technology Center receipt. Allow 10 – 14 working days to process refunds.

### **Tuition or Contract for Payment**

Those who are receiving financial aid, a payment agreement is made until financial aid is disbursed. If, at the time of disbursement, a student is making unsatisfactory progress and is placed on probation, then the student is required to pay the tuition that has accumulated up to that point in order to continue in class. Students will not be readmitted to class after the next week if such arrangements have not been made or if tuition has not been paid. Tuition is subject to change without notice.

### **Frequently Asked Questions and Answers**

#### **1. What is the difference between a traditional program and an individualized study program?**

Traditional Program – All students start and complete at the same time.

Individualized Program – Students work within their own individualized time frames within certain parameters. Monthly calendars, the students create and turn in to the instructors in advance of the current month are

monitored by instructors. Guidance is given to help you complete the program within the specified hours listed. **You must be able to attend a minimum of 24 hours per week (7 ½ hours per day is available M-TH)**  
**The average student completes the program in approximately 10 months.**

**2. What advantages are there to an individualized program?**

- a. Students may go at a slower or faster pace
- b. Individualized instruction
- c. Open entry/open exit
- d. Provides time for work outside of school
- e. Provides more time with family
- f. Flexible schedule (except shadowing/clinical/On-the-Job Experience rotations)

**3. When do I come to school?**

- a. The classroom is open Monday through Thursday from 8am to 4pm. You will have two 15 minute breaks and one lunch period. You will clock in when you come to class the first part of the day; clock out at lunch time; back in at the end of your lunch; and clock out at the end of your day, or when you leave the classroom for any reason other than an issue connected with your schooling. Students who fail to clock in or out (or neglect to make sure they have clocked in and out properly) will **NOT** receive credit for attendance that day. You will not be required to clock out for breaks; breaks are 15 minutes and should be respected as a privilege.
- b. Your clinical experience times will be coordinated and scheduled by your instructor and the clinical site. These may begin at different times other than the days and times listed above.
- c. You will be given a student handbook during your orientation that will list the dates we will be closed for breaks and holidays as well as other important information regarding your program.

**4. Will I have to do a drug test?**

Canadian Valley Technology Center enters into contracts with various organizations to provide clinical experience for our students enrolled in certain programs. Some of these organizations require the student to provide a negative drug screen in order to participate in such clinical experience at their facility. Where clinical experience is required in order to successfully complete the program, the student will be required to provide Canadian

Valley Technology Center with a copy of a negative drug screen from an approved lab. Your instructor will give you specific instructions.

Students testing positive for drugs will not be permitted to attend clinical rotations. Clinical is an integral component of the Medical Office Specialist program. Successful completion of the program includes completing one clinical level. Students unable to attend clinical rotations will be unable to meet the clinical objectives and could be dismissed from the program.

All student drug testing in accordance with this policy will be conducted by a testing facility licensed by the Oklahoma State Department of Health as per O.S. 40-558. The sample collection and testing will be conducted by the facility utilizing procedures and methods required in O.S. 40-559.

Your instructor will notify you of the need for a random drug screen. It will be the student's responsibility to schedule an appointment for a drug test at one of the approved testing facilities. It will also be the student's responsibility to provide their own transportation to the approved testing facility and pay cash to the facility at the time the service is rendered.

A copy of the test results will be delivered to the instructor. The results will be shared with the instructors and the facility providing the clinical experience. All records concerning drug testing under this policy will be treated as confidentially and will carry the protections provided by the Federal Education Rights and Privacy Act (FERPA).

## **What if I can't meet the 24 hour requirement for attendance?**

### **Attendance Policy**

Attendance requirements are set up to provide some flexibility for students. Students will create their attendance schedule with the help of their instructor. Once students have created their monthly calendar, they will be expected to be here for those scheduled days. It is the student's responsibility to call the **attendance hot line (405-345-3334)** if they will not be able to attend their regularly scheduled day.

Students must attend a minimum of 24 hours per week. When a student is unable to attend the required 24 hours during one week the hours must be made up immediately upon returning to school. Attendance is especially important and becomes part of your permanent school record. Prospective employers may

evaluate attendance records. Students are encouraged to schedule doctor's appointments and personal business outside of school hours.

Required attendance includes, but is not limited to: classroom study, laboratory skills practice, check offs, shadowing and clinical rotations. The student is held responsible for scheduling classroom times, signing up for check offs and clinical rotations. **Any student who is late for a check off will have to reschedule the check off. There are no exceptions.**

- a. If in one week you cannot meet the 24 hour requirement for attendance you must talk to your instructor and receive your assignments for the time you will not be in class.
- b. Upon returning to class you must **immediately** start staying longer hours to make up the time you have missed.
- c. Attendance is monitored on a weekly basis by the program instructor. Students may be placed on attendance probation whenever minimum attendance requirements are not met. Excessive absences and/or unsatisfactory improvement in attendance during attendance probation may lead to dismissal from the program. If a student does not meet the minimum attendance requirement, instructors follow these steps:

### **Step 1**

- a. 1<sup>st</sup> week attendance not met:
  - i. Student signs attendance reminder slip;
  - ii. Completes an Action Plan (obtained from instructor) and turns in to instructor;
  - iii. If student owes more than 4 hours he/she will be expected to attend class/clinical a minimum of 4 hours/wk above the weekly attendance requirement until hours are made up
  - iv. An intervention sheet will be completed and reviewed with the student to outline the attendance problem and make the student aware of the faculty's concerns. This is intended to be a warning period (Step 1).

### **Step 2**

- 2<sup>nd</sup> week attendance not met:
  - i. If the student made up all time owed or attended the

- additional 4 hours nothing else will occur;
- ii. If student does not attend the additional 4 hours he/she will be placed on instructor plan of improvement (Step 2).

### Step 3

3<sup>rd</sup> week attendance not met (which includes the additional 4 hours the student is required to attend):

- i. instructor will recommend to the student services director the student be placed on attendance probation (Step 3).

**Students on attendance probation may be dismissed from the program when the terms of probation are not met.**

### Options:

- a) Bank hours: students will be allowed to bank extra class hours prior to an absence. Although a student may clock more class hours, there is a limit of 24 hours that can be banked at any one time. These hours will carry over for use when needed to meet minimum attendance requirements. Banked hours can be used for any reason such as illness, doctor's appointment, vacation, etc. After using banked hours, students may again bank up to the maximum of 24 hours.  
**\*However – the time spent away from the program does not add additional time in which to complete clinical and curriculum requirements.**
- b) Leave of absence: One leave of absence (two weeks; up to 8 days leave) may be requested for emergencies only while enrolled in the medical office specialist program.

We suggest you not use a leave of absence if at all possible. However we realize there are extenuating circumstances (hospitalizations, death in the immediate family, etc.) that may necessitate absence from school. To qualify for a leave of absence – proof of the emergency must be provided to the instructor. If a student is receiving Pell the financial aid officer will be notified that the student has been granted a leave of absence. If granted a leave and you do not return to school when scheduled, you may be dismissed from the medical office specialist program.

**\*\*NOTE – leave of absence time only removes the attendance requirement while you are gone – you are still responsible for**

**completing curriculum within the established time frame. In other words, as far as your curriculum obligations are concerned – “the clock keeps on ticking.”**

- d. A leave of absence will **NOT** be granted for a **vacation**. Be practical and plan your vacations around school closing during the school year.

If you have additional questions the career counselor is available at 405-345-3340.

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