

MEDICAL FRONT OFFICE – CABOT Certificate of Achievement Program

- The student will be able to produce cohesive, grammatically correct sentences for business documents and edit a variety of business documents.
- The student will be able to spell and pronounce words correctly.
- The student will be able to apply principles of alphabetic, numeric, geographic, and subject filing and be able to store, retrieve, retain, transfer, and dispose of records.
- The student will be able to solve algebraic equation and word mathematical problems pertaining to business situations.
- The student will be able to analyze medical office terminologies and to correctly spell and pronounce them, especially for each body system.
- The student will be able to demonstrate knowledge of the responsibilities of working as a receptionist in the front office; duties include preparing medical records and maintaining such, plus handling insurance claims, filing, charting and bookkeeping responsibilities.
- The student will be able to type by touch at a minimum of twenty-five (25) words a minute and to create, edit, and format basic business letters, business reports, academic reports, memorandum, envelopes and labels.
- The student will be able to identify the standard elements on the Windows 7 desktop; to demonstrate basic mouse operations (pointing, clicking, double-clicking, dragging, and right-dragging); and to understand basic computer terminologies.
- The students will be able to achieve either one of these three experiences.
 - (1) The student will be able to compose entry-level correspondence using appropriate business language and will be able to proofread, edit, and revise business documents.
 - (2) The student should be able to use appropriate voice recognition software in speaking/dictating typical business communications; and to save, edit, and print such documents; to transcribe dictated materials with speed and accuracy using proper grammar, spelling, punctuation, and format; and to save, edit, and print such medical documents and to be able to get practical experience in the medical front office environment.
 - (3) The student will be able to acquire knowledge of the different sections of the CPT-4 and ICD-9 reference books, to identify and interpret the relevant data included on a patient's chart in order to locate the appropriate procedural and diagnostic codes, and to accurately complete billing and coding forms for patients using medial software programs.

The assessment tools for this program may include any of the following options:

- Employer feedback during Internship/Externship experiences.
- Co-Ed outcomes.
- Capstone Course outcomes.
- Departmental exit interviews upon completion of the program.
- Student surveys/mailings from other relevant sources (i.e. Administration Office. Human Resources, Alumni, etc.).
- Results of entry-level employee tests (i.e. La County, LAUSD, etc.).