



Medical Administrative Specialist

Winter Park Campus

Syllabus 2018-2019

DOE Program Number and Name	B070300 Medical Administrative Specialist		
Course Numbers and Titles within Program:	OTA0040	Information Technology Assistant	150 hours
	OTA0041	Front Desk Specialist	300 hours
	OTA0631	Medical Office Technologist	300 hours
	OTA0651	Medical Administrative Specialist	300 hours
Class Meeting Days and Times	Monday, Tuesday, Thursday & Friday, 7:45 am - 10:45 & 11:25 - 2:25 pm Lunch 10:45 – 11:25am Wednesday 7:45am – 10:15am & 10:55 – 1:25pm Lunch 10:15 – 10:55am		
Class Location	Room 5-004		
Instructor Names/Email addresses	Daytime Instructor: Pam Cribb Pamela.Cribb@ocps.net OCP-A & Evening Instructor: Marsha Greinke Marsha.Greinke@ocps.net		
Phone	407-622-2900, x7042226		
Basic Academic Skills - TABE A	Mathematics = 10	Language = 10	Reading = 10
Industry Certification(s)	Microsoft Office Specialist (MOS)		
	Certified Medical Administrative Assistant (CMAA)		

Program or Course Description

This program is designed to prepare students for employment in a variety of clerical, secretarial, and administrative support positions in the medical field. Training includes but is not limited to the use of technology to develop communication skills, higher level thinking skills, and decision making skills; medical terminology; the performance of office procedures specific to the medical environment; using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

The program includes the current software used in offices today in addition to specialized medical and medical billing software.

Program Mission Statement

The mission of this program is to prepare students with the knowledge, competencies and skills to successfully gain employment in a variety of healthcare settings.

Prerequisites

Program requires a background check. Basic keyboarding and computer skills are helpful.

Program Objective

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Medical Office Technologist, and Medical Administrative Specialist in the Business, Management, and Administration career cluster; provides technical skill proficiency, and includes competency based applied learning that contributes to the academic knowledge, higher order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupational-specific skill and knowledge of all aspects of the Business, Management, and Administration career cluster.

Industry Certifications/Licensure

During the progression of the program, students take

- Microsoft Office Specialist (MOS) Certification (3 out of 5 tests).

Nearing the end of the completion of the program, students take

- Certified Medical Administrative Assistant (CMAA) exam.

Articulation

Upon successful completion of this program, students enrolling in an A.S. degree program are eligible to be awarded articulated credits at:

Valencia College:

- Medical Office Administration – up to 18 credits

Required Textbooks

Please see the instructor prior to purchasing textbooks.

[<https://wpt.textbookx.com/institutional/index.php>]

Adults and Dual Enrollment

- New Perspectives Microsoft Office 365 & Office 2016: Introductory, Spiral bound Version (Ed. 001)
- Connect Access Card for Medical Office Procedures
- Medical Terminology A Short Course 8th Edition
- SimChart for the Medical Office: Learning the Medical Office Workflow – 2018 Edition

Optional:

- New Perspectives Microsoft Office 365 & Office 2016: Intermediate (Ed. 001)
- Medical Office Procedures, 8th Ed. (Bayes)

Required Materials/Equipment/Uniforms: Please have the first week of school.

• Materials

- Flash Drive (16 gb or greater jump drive, usb drive etc.)
- Earbuds or headphones (for listening to computer software associated with the program)
- Folders or notebook
- Notebook paper
- Blue or black pens

• Uniform Requirements

- Students are required to wear scrubs daily. They must be neat and clean every day.
 - Grape colored scrub top (Suggested: Cherokee brand)
 - Black scrub pants
- White or black sneakers
- School ID
- Optional: Black or white scrub jacket

Program Policies

- Classroom/Workplace Expectations
 - Arrive on time and in uniform (includes visible ID badge).
 - Sign-in and out daily, including at lunch time. This is a real world expectation. It is the sole responsibility of the student to remember this daily task.
 - Commit to doing your best every day.
 - Be in class/work during class/work hours. There are no scheduled breaks.
 - Participate fully in every individual or group assignment. All activities are part of the learning environment to prepare you for employment.
 - Keep cell phones on silent or vibrate mode and **put away so as not to be a distraction** during class/work. If it is necessary to make or accept a phone call, please step outside. For emergency purposes, please make sure those who need it have the classroom number: 407-622-2900 x7042226.
 - Music is allowed but you should be mindful of music that will allow you to do your best thinking. You must have earphones and the music should not be heard by anyone but yourself. *This is a privilege which can be revoked if it becomes a distraction for work.*
 - Watching videos outside of the classroom curriculum is not allowed during class.
 - Open food or drink of any type is not allowed in the classroom. If you need to eat a snack, please step outside.
 - Keep your desk area and the classroom clean so that we maintain a professional work environment for all. At a minimum, please use the Lysol wipes provided to wipe down your workstation on the last day of the work week.
 - Dispose of food/drink trash in the black can *outside* the classroom. Dispose of items that can be recycled in the blue bin.
 - Honor those around you by no excessive and/or loud talking. Respect the work environment.
 - Honor the [OCPS Code of Conduct](#).
 - Log off your computer at the end of the day or when you leave for another class. Shut down the computer at the end of the week.
 - Participate fully in fire and other emergency drills throughout the year. All class members are to stay with the instructor during these drills.
 - Internships are not a requirement but are strongly recommended. Students will be encouraged to complete 60-120 hours of internship when nearing completion of the program. You are encouraged to search for an internship opportunity and work you're your instructor to make sure all paperwork is in place prior to starting the internship. Internships will be assigned at the discretion of the instructor based on student progress within the program. Dual Enrollment students will not be required to participate in the internship.

Attendance Policy

Orange Technical College encourages and expects all students enrolled in programs to attend regularly, to derive maximum benefit from the instructional program, and develop habits of punctuality, self-discipline and responsibility. **Students are expected to telephone, text, or email the instructor prior to an absence.**

A student is expected to be in attendance at least 90% of scheduled hours for his/her program/course per grading period.

Dual Enrollment Students: This is a Postsecondary Adult Vocational (PSAV) program being offered through Orange Technical College-Winter Park Campus. Students in this class will be considered students of Orange Technical College during the assigned class periods.

Absence Policy

If you are going to be absent, you are expected to telephone, text, or email the instructor prior to an absence. Your absence will be documented and the interventions will go as follows:

- The instructor will intervene on the first two absences and document them.
- On the third absence, the student will be referred to a counselor or school official for intervention.
- On the fourth absence, the student will be referred to the administrative dean or school official for intervention.
- On the sixth absence, the instructor will consult the administrative dean or school official for withdrawal determination.

Tardy Policy

Tardies are defined as a student not being present in the classroom for the scheduled beginning of class printed on the student's registration schedule. Tardies impact attendance and it is expected that students will arrive on time.

- The instructor will intervene on the first three tardies and document them.
- On the fourth tardy, the student will be referred to the administrative dean or school official for intervention.
- Failure to comply with intervention recommendations may result in withdrawal from the program.

*** Students who fail to meet attendance hour requirements due to absences or lack of academic progress resulting in additional hours for program completion will be financially responsible for those additional hours.**

*** Dual Enrollment Students who fail to meet attendance hour requirements due to absences or lack of academic progress may have to complete additional hours for their course or program. Students will be responsible for completing those additional hours before receiving the course grade.**

Participation

Student participation is expected and encouraged as it promotes both personal and professional growth. Many of the program assignments will be completed in small groups that provide opportunities for interaction and participation with other students. Many of these assignments will require a presentation of your findings and/or your work.

Evaluation of Student Performance/Grading:

Students study under a competency-based system and are graded as competency requirements are satisfactorily completed. The following Orange County Public Schools approved grading scale is used to report student achievement. Attendance and academic progress is reported monthly on the timesheet. Each career certificate student's grade is calculated with a skill grade for the course.

Final Grading Evaluations will be determined as follows:

Grade	Percentage
A	90% - 100%
B	80% - 89%
C	70% - 79%
D	60% - 69%
F	Below 60%

Assignments

Lecture and Demonstrations

- During times of presentations by the instructor, it is the expectation that you will pay attention, participate, and take notes. The instructional time with the teacher will be engaging as you progress through the curriculum. Activities such as note-taking and discussions are designed to help you retain the material. You will learn in ways from hands-on, lecture, book work, media resources, training/demonstrations, and many more.
- Your main responsibility, above all else, is to participate. Take ownership of your education, get involved, get to know those in your class, and ask questions as you advocate for yourself.

Lab (at your computer)

- The majority of your classroom time will be working at your workstation on assignments necessary to master the learning goals and competencies of the program.

Monthly Progress:

- Each month, you will receive a monthly goal sheet. It is important that you work to complete all work in a timely fashion. If you complete all the work on the sheet, you are to move on.
- **Time management is a MUST.**

Career Services

Career Services is located in Room 3-014 in the front hallway of the school. The Career Services Advisor for the Winter Park and Avalon campuses is Mrs. Brewer. Her contact information is:

407-622-2932 or julia-brewer@ocps.net

The best way to reach her is to schedule an appointment. She is always happy to help you with your resume and/or job searches.

Student Organizations

The following organizations are offered on campus:

- National Technical Honor Society
- Skills USA
- Toastmasters on Tuesdays

Strategies for Success

- Attend class/work each day excited and with an open mind.
- Leave your problems at the door and bring a positive attitude.
- Be professional at all times.
- Be an encourager to others.
- Do your best...every day.
- Stay on task. Save socializing for lunch and after class.
- Attendance and practice and productivity = success.
- We all need help; ask. Advocate for yourself.

