

# MediClerk Training Program

## Course Catalogue



2018-2019

## **Introduction to Computers (Course ID #100)**

The course will offer an introduction to Microsoft Word, Excel and Outlook: learning the basic techniques of word processing, spreadsheets, presentations, and contact management software and the particular techniques of Microsoft Word, Excel, PowerPoint, and Outlook. Upon successful completion of the course, the student will be able to utilize Microsoft Word, Excel, PowerPoint, and Outlook in any office, professional or academic work situation to create and edit documents, manage contacts and appointments, as well as participate in workgroup collaboration.

**68 Classroom Hours**

## **Medical Terminology (Course ID #101)**

The course is designed to give students the fundamental knowledge and understanding of medical language used by health care professionals. Students will learn to define and construct complex medical terms by first mastering basic term components including general prefixes, suffixes, and roots. Emphasis is on spelling, word drills, pronunciation exercises, and definition of words. Students will develop a medical vocabulary by learning additional term components relating to each body system.

**50 Classroom Hours**

## **Medical Keyboarding (Course ID #102)**

The course introduces keyboarding techniques and skill development, as well as, basic formatting of documents using word processing software. Keyboarding speed should be developed to a minimum of 35 wpm by course end. Computer assignments outside of class are required.

**20 Classroom Hours**

**30 Practice Hours**

## **Professional Success/Job Search Strategies (Course ID #200)**

The purpose of this course is to foster awareness in students of office and work behaviors that can improve careers and work relationships. Students will identify:

- acceptable and unacceptable work place behaviors;
- individual strengths as potential employees, co-workers, and managers;
- personal "Added Value" accomplishments; soft/hard skills;
- individual weaknesses and a plan to combat/overcome them;
- plans for handling different work place issues: gossip, criticism, conflict, evaluations, spoken and unspoken rules customer service, telephone etiquette;
- professional and personal networks to engage for the purpose of a job search, as well as, career development.

**20 Classroom Hours**

## **Medical Office Procedures (Course ID #201)**

Upon completion of the course, students will have a working knowledge of basic medical office procedures needed to be successful within an entry-level medical administrative position. The course includes universal hospital and doctor office procedures from making appointments, signing in new patients, billing and coding patient records related to diagnostics and billing, and familiarity with the UB- and CMS-1500 billing forms mandated amongst the Commonwealth of Massachusetts insurance providers.

**45 Classroom Hours**

## **Business Communications (Course ID #202)**

The course will provide an overview of basic, business writing skills, preparing the student to work in a medical office. Also covered will be all relevant documents required for job search: personal letterhead, business letters, resume format: including skills inventory, two cover letters (reference and regular), thank you notes, reference lists and reference letters.

**36 Classroom Hours**

## **Goals/Job Search Strategies (Course ID #203)**

Upon completion of the course, students will have a working knowledge of how to efficiently and successfully engage the job search process, have a professional resume and references, be fluent and comfortable with the many ways of finding and applying for jobs, and be prepared for employment interviews through planning and organization of the job search.

**36 Classroom Hours**

## **Job Shadows (Course ID #204)**

Students will have six assigned job shadow opportunities (2 hours each) observing employees performing their jobs within The North Shore Medical Center, Union Hospital or other ancillary or partnered medical facilities. The purpose of Job Shadowing as a component of the MediClerk Training Program is to expose students to a range of positions for which each are being trained. Supervisors report back to the MediClerk Training Program staff about attendance, promptness and attitude. Students report back personal observations of work place behaviors and skills needed for each position. An effort is made to place students within internships in accordance to pre-stated employment preferences or intentions.

**12 Onsite Hours**

## **Internships (Course ID #205)**

The MediClerk Training Program provides each student with a 2-week internship, offering applied work experience within a particular and/or preferred medical setting. The purpose of the internship is to acquaint students with various tasks required for a specific position or department, as well as, to increase opportunities for applied or field training. An internship gives a potential employer the opportunity to see the skills and participation levels of the student. The internship is a required part of training. Students are evaluated on attendance and completion of tasks assigned by internship mentors. Internships are managed by the Wellspring Community Education Coordinator of Job Training Initiatives.

**65 Onsite Hours**

## **Technical Laboratory (Course ID #206)**

The MediClerk Training Program, consistent with research-based innovative adult learning practices, is a product-based curriculum, requiring enrolled students to demonstrate applied skills proficiency within simulated work environments, projects or tasks. Classroom teachers design project-based assessments to be completed by students within the technical laboratory. Then teachers support students within the laboratory experience to generate products consistent with medical professional standards. The products become the primary means for MediClerk to assess and grade student achievement.

**68 Classroom Hours**

**450 TOTAL PROGRAM HOURS**

## **Instructional Staff**

Susan Bagley Koyle, Ph.D. Media Studies, Rutgers University

Camilla Blackman, B.A. Sociology, Boston University

Pat Demers, MPH Health Services, Boston University

F. Kay Fouhey, B.S. Office Administration, Salem State University, A.S. North Shore Community College

Denise Mitchell, B.A. Psychology, Salem State University

Mary Beth Tobin, B.A. Education, Northeastern University