

MediClerk Training Program 2022 Course Catalogue Hybrid & Hybrid 100 Programs



The **MediClerk Hybrid** Program is a **majority in-person** program, with 318 (71%) hours of on-campus or workplace-based instruction and training and 132 hours online (29%).

The **MediClerk Hybrid 100** Program is a **majority online program**, with 100 (22%) hours of on-campus or workplace-based instruction and training and 350 hours online (78%).

Online hours in both programs includes live synchronous instruction delivered by licensed Wellspring Community Education educators.

Both programs offer 450 hours of instruction over 15-weeks. In-person instruction is conducted at the main campus of Wellspring Community Education, located at 55 Highland Ave, Highland Hall, 4th Floor, Salem, MA 01970.

Updated November 2021

Introduction to Computers (Course ID #100)

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

Hybrid: 68 In-Person Hours

Hybrid 100: 68 Online 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. Majority of course will be delivered via live synchronous online instruction.

Hybrid: 2 In-Person Hours/48 Online Hours

Hybrid 100: 50 Online Hours

Medical Keyboarding (Course ID #102)

The course introduces keyboarding techniques and skill development. Keyboarding speed and accuracy with proper finger positioning should be developed to a minimum of 35 wpm by course end. Computer assignments via the Keyboarding Online platform will be completed during online hours. To build skills, students are expected to practice keyboarding for approximately 30 minutes/day.

Hybrid: 10 In-Person/40 Online Hours

Hybrid 100: 50 Online 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 and career development.

Hybrid: 20 In-Person Hours

Hybrid 100: 20 Online 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.

Hybrid: 45 In-Person Hours
Hybrid 100: 45 Online 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.

Hybrid: 36 In-Person Hours
Hybrid 100: 36 Online 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.

Hybrid: 36 In-Person Hours
Hybrid 100: 14 In-Person Hours; 22 Online Hours

Job Shadows (Course ID #204)

Students will participate in six job shadow/informational interview opportunities (2 hours each) observing employees performing or speaking about their jobs within Mass General Brigham, Salem 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 and opportunities for which each are being trained. Students research and analyze aligned job descriptions in advance of each presentation and prepare questions for the scheduled speakers. Following the presentation, students report back personal observations of work place behaviors and skills needed for each position and they own reflections on whether or not the position aligns with their own career goals. Professional thank you letters are prepared as part of the Business Communications course.

Hybrid: 12 In-Person Hours
Hybrid 100: 12 Online 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.

Hybrid: 65 In-Person, Work-site Hours
Hybrid 100: 65 In-Person, Work-site 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 both in-person and online. 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 and determine the overall synthesis of learning from other MediClerk courses.

Hybrid: 24 In-Person Hours; 44 Online Hours
Hybrid 100: 21 In-Person Hours; 47 Online Hours

450 TOTAL PROGRAM HOURS

Instructional Staff

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

Nancy Bouchard, B.S, Education, Northeastern University

Gina Frey, M.Ed. Adult Learning and Organizational Learning/Nonprofit Management, Northeastern University

Mary Ellen McNeil, B.S. Education, UMASS Lowell

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

Addendum

Policy on Accommodations for Work-Based Activities

The structured work-based learning activities within the WCE MediClerk Training Program are conducted within supervised work settings external to the MediClerk Training Program for the purpose of providing students with exposure to experiences aimed at supporting job placement outcomes in healthcare administration and related occupations. Work-based activities are outlined in the MediClerk Course Catalogue as excerpted below.

Job Shadows (Course ID #204): Students will participate in six job shadow/informational interview opportunities (2 hours each) observing employees performing or speaking about their jobs within Mass General Brigham, Salem 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 and opportunities for which each are being trained. Students research and analyze aligned job descriptions in advance of each presentation and prepare questions for the scheduled speakers. Following the presentation, students report back personal observations of work place behaviors and skills needed for each position and they own reflections on whether or not the position aligns with their own career goals. Professional thank you letters are prepared as part of the Business Communications course.

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Hybrid: 65 In-Person, Work-site Hours
Hybrid 100: 65 In-Person, Work-site Hours

Accommodations for Work-Based Activities: On a case-by-case basis, accommodations may be granted for students who are unable to complete the internship component of the onsite work-based activities within the 15-week enrollment period. All requests for accommodations must be submitted in writing for approval by the WCE Director of Job Training Initiatives.

Sector-based employment in lieu of Internship

If an enrolled MediClerk student secures and begins employment in a target health care occupation or related position *before* the completion of a work-based internship the student may request to have the first 65 hours of said employment count towards the fulfillment of the MediClerk Training Program's 65-hour internship requirement (Course ID #205). The student must have completed all MediClerk coursework in good academic standing (3.0 average or higher) and be otherwise eligible for graduation from the program. The request for accommodation must include:

- A signed Request to accept sector-based employment in lieu of internship form. The form must include the student/employee's signature, title and date of hire. The form must also include the signature, job title and contact information for the student/employee's immediate supervisor.
- A copy of the student/employee's job description

If the request is approved, the student/employee must provide the following in order to receive a Certificate of Completion from the WCE MediClerk Training Program.

- Pay stubs verifying completion of two-weeks of full-time employment (30 hours or more.) Student/employees hired on a part-time basis must provide verification of 65 hours worked.

Extension of Internship Requirement

If, for unforeseen circumstances related to health or personal matters, an enrolled MediClerk student is unable to participate in or complete an internship during the designated weeks of the program, but does not seek to withdraw from the program, the student may request an extension to fulfill the internship requirement. The request must be submitted in writing for approval by the WCE Director of Job Training Initiatives and must be received by the student at least one business day in advance of the internship placement. (For internships slated to begin on Monday morning, a request for accommodation must be received by 12 p.m. the Friday before.) In the case of a medical or other emergency, the request for accommodation may be submitted in writing within 5 business days of the incident.

If the accommodation is granted, *and* the student is in good academic standing (3.0 average or higher), *and* the student is otherwise eligible for graduation from the program, the student may be awarded a provisional certificate of completion. Students will then have up to 180 days to either: a) complete the 65-hour internship requirement, or b) submit a Request to Accept Sector-Based Employment in Lieu of Internship Accommodation. After successful completion of the requirement, a student will receive a Certificate of Completion from the WCE MediClerk Training Program.

Policy on Extenuating Circumstances Impacting Access to Work-Based Activities

Work-Based Activities are a crucial component of the WCE MediClerk Training Program and are a key driver of student job placements following graduation. Program administrators rely heavily on a network of healthcare employer partners to identify and secure in-person job shadow and internship locations at area hospitals, medical centers and physicians' practices.

In rare occurrences, extenuating and unforeseen circumstances such as a natural disaster, terrorist attack, epidemic/pandemic or significant communicable disease outbreak may prevent WCE MediClerk Training Program administrators from being able to secure work-based activities for an enrolled group of MediClerk students. In these instances, WCE MediClerk Training Program administrators will first seek guidance from the Massachusetts Division of Professional Licensure and the national Council on Occupational Education on acceptable accommodations and/or the need for substantive changes to the program design.