

# HealthCare Office Support Training

(formerly MediClerk Training Program)

## Fall 2023 - Spring 2024

### Course Catalogue

Full-time and part-time programs



The **Full-time** 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%). Program runs 15 weeks.

The **Part-time** program is a **majority online program**, with 100 (22%) hours of on-campus or workplace-based instruction and training and 350 hours online (78%). Program runs 32 weeks.

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

Online hours in both programs includes live synchronous instruction delivered by Massachusetts Division of Occupational Licensure (DOL)-approved instructors.

# **Fall 2023 – Spring 2023 HealthCare Office Support Training Program Schedule**

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## **Full-time Hybrid Fall 2023**

September 5, 2023 – December 15, 2023

(enrollment period: May-August 2023)

## **Part-time Hybrid Fall 2023 – Spring 2024**

September 16, 2023 – May 29, 2024

(enrollment period: May-August 2023)

## **Full-time Hybrid Spring 2023**

February 12, 2024 – May 31, 2024

(enrollment period: October 2023-February 2024)

## **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.

**Full-time: 68 In-Person Hours**

**Part-time: 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.

**Full-time: 2 In-Person Hours/48 Online Hours**

**Part-time: 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.

**Full-time: 10 In-Person/40 Online Hours**

**Part-time: 50 Online Hours**

## **Professional Success (Course ID #200)**

Using a variety of approaches including lecture, discussion, video, and creative expression, 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 workplace behaviors;
- special topics in diversity, equity, inclusion & belonging; recognizing and combating unconscious bias
- individual strengths as potential employees, co-workers, and managers;
- personal "Added Value" accomplishments; soft/hard skills;
- identifying person work styles, areas for personal growth; fixed vs. growth mindset
- plans for handling different work place issues: gossip, criticism, conflict, feedback/evaluations, spoken and unspoken rules customer service, telephone etiquette;
- professional and personal networks and career development.

**Full-time: 20 In-Person Hours**

**Part-time: 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.

**Full-time: 45 In-Person Hours**

**Part-time: 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 or other professional setting. Students will also be guided through the completion of an employment portfolio, which will include all relevant documents required for job search success: personal letterhead, business letters, resume, cover letter, thank you notes, reference lists and reference letters, and interview follow-up emails. LinkedIn profiles will also be developed

**Full-time: 36 In-Person Hours**

**Part-time: 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 mock interviews and planning and organization of the job search.

**Full-time: 36 In-Person Hours**

**Part-time: 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 HealthCare Office Support Training 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 or placement and prepare questions for the scheduled speakers. Following the presentation or placement, students report back personal observations of workplace behaviors and skills needed for each position and their 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.

**Full-time: 12 In-Person Hours**

**Part-time: 12 Online Hours**

## Internships (Course ID #205)

The HealthCare Office Support Training provides each student with a 65-hour in-person internship, (typically 2 fulltime weeks) offering applied work experience within a particular and/or preferred healthcare 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(s) of Job Training Initiatives.

**Full-time: 65 In-Person, Work-site Hours**

**Part-time: 65 In-Person, Work-site Hours**

## Technical Laboratory (Course ID #206)

The HealthCare Office Support Training, 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. Topics may include customer service, medical ethics, and others. 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 professional standards. The products become the primary means to determine the overall synthesis of learning from other courses.

**Full-time: 24 In-Person Hours; 44 Online Hours**

**Part-time: 21 In-Person Hours; 47 Online Hours**

**450 TOTAL PROGRAM HOURS**

## Instructional Staff

Nancy Bouchard, B.S, Education, Northeastern University

Kristina DeRosa, M.A. Education, Salem State University

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

Heather Garoufalis, B.A. Psychology and English Writing, UMASS Lowell

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

Matthew Sambito, IT Specialist/Trainer

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

Rona Tyndall, M.Div, Andover Newton Theological Seminary

## Addendum

### Policy on Accommodations for Work-Based Activities

The structured work-based learning activities within the WCE HealthCare Office Support Training are conducted within supervised work settings external to the HealthCare Office Support Training 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 Course Catalogue

**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 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 HealthCare Office Support 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 HealthCare Office Support Training's 65-hour internship requirement (Course ID #205). The student must have completed all coursework in good academic standing (2.0 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 HealthCare Office Support Training.

- 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 HealthCare Office Support Training 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 (2.0 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 HealthCare Office Support Training.

## **Policy on Extenuating Circumstances Impacting Access to Work-Based Activities**

Work-Based Activities are a crucial component of the WCE HealthCare Office Support Training 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 Wellspring Community Education administrators from being able to secure work-based activities for an enrolled group of students. In these instances, Wellspring Community Education administrators will first seek guidance from the Massachusetts Division of Occupational Licensure on acceptable accommodations and/or the need for substantive changes to the program design.