



Nine-Month Medical Office Training Plan

Individual Career Transitions

Objective:

Upon earning a certificate of completion, participants will be equipped with the foundational knowledge and practical skills in medical office procedures, patient care coordination, and modern medical documentation. This positions them for successful entry into entry-level medical office roles. Our program is tailored for individuals seeking a career transition into the healthcare administrative sector, emphasizing adaptability to individual learning needs through personalized instruction.

Key Features:

- **Adaptable Curriculum:** We adjust the sequence and duration based on the student's pace, ensuring a comfortable learning experience. Satisfactory progress must be maintained.
- **Flexible Enrollment:** Open-enrollment allows for continuous intake, though preferred timings might require initial adjustments.
- **Cost-Effective Learning:** For \$12,600, students receive essential equipment, including a specially configured laptop.

Core Modules:

- **Microsoft Office:** Word, Excel, PowerPoint, Access, and Outlook.
- **Keyboarding & Ten Key:** Daily sessions using an online platform, aiming for 35 wpm in typing and 130 spm in 10-key.
- **Customer Service:** Boosts communication and problem-solving, navigate conflicts and manage time.
- **Job Search:** Resume, interview and resource navigation.

Equipment & Connectivity:

- **Laptops:** ICT-provided laptops are beginner-friendly, optimized for remote learning, with robust backup and safety features.
- **Additional Tools:** Packages may include secondary monitors, wireless sets, and ergonomic devices.
- **Internet Provisions:** We may cover home internet service costs, with certain conditions.

Weekly Breakdown for 52-Week Medical Office Program:

Weeks 1-2: Introduction to Office Basics

- Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial.
- MS Word: Opening documents, editing, saving.

Week 3: Medical Office Basics

- Introduction to Medical Roots.

Weeks 4-5: Building on Foundations

- MS Word: Creating business letters, creating reports.
- MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling.

Week 6: Medical Terminology Development

- Introduction to Medical Suffixes.

Weeks 7-8: Data Management & Digital Literacy

- MS Excel: Opening documents, editing, saving.
- Computer: MS Windows basics, security.

Week 9: Medical Terminology Expansion

Introduction to Medical Prefixes.

Weeks 10-11: Advanced Office Skills

- MS Access: Data entry into multiple tables.
- MS Word: Advanced features for business letters and reports.



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Week 12: Medical Documentation & Procedures

- Introduction to Medical Terminology.

Weeks 13-14: Filing & Data Organization

- MS Access: Filing - Alphabetic Rules, numeric filing rules, chronological and subject filing.

Week 15: Medical Office Procedures

- Introduction to Medical Abbreviations.

Weeks 16-17: Advanced Data Management

- MS Access: Forms, Reports, and Queries.
- MS Word: Tabs, Margins, Indents.

Week 18: Health Insurance & Medical Office Careers

- Introduction to Health Insurance.
- Overview of Medical Office Careers.

Weeks 19-20: Customer Service & Communication

- Customer Service: Phone etiquette, answering calls, dealing with customers.
- MS Word: Advanced document creation techniques.

Week 21: Medical Documentation

- Introduction to Medical Forms, Set 1.

Weeks 22-23: Advanced Office Tools

- MS Excel: Formulas, Formatting.
- MS PowerPoint: Basic presentations.

Week 24: Medical Ethics & Laws

- Introduction to Medical Laws & Ethics.

Weeks 25-26: Medical Office Operations

- Introduction to Medical Filing.
- Medical Forms, Set 2.

Weeks 27-28: Health Insurance & Patient Experience

- Deep dive into Types of Health Insurance.
- Understanding the Patient Experience.

Weeks 29-30: Medical Coding & Documentation

- Introduction to Medical Coding.
- Medical Forms, Set 3.

Weeks 31-32: Advanced Medical Office Procedures

- Textbook Chapter Reviews.
- Introduction to CMS 1500 Form.

Weeks 33-34: Digital Tools & Internet Usage

- Internet: Using the Internet to perform searches, sending materials via Internet, downloading files.
- MS Office: Using Word, Excel, and Access together.

Weeks 35-36: Medical Billing & Coding

- Introduction to Medical Billing.
- Deep dive into Medical Coding procedures.

Weeks 37-38: Job Search & Career Development

- Job Search activities using the Internet.
- Resume and Cover letter development.

Weeks 39: Course Conclusion & Final Preparations



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- Recap of all learned modules.
- Feedback sessions and final evaluations.