Atlantic Technical College
Medical Administrative Specialist
Program Syllabus
2017-2018

Instructor Name: Corinth Evans
Department Name: Business and Information Technology
Office/Classroom Location: Building 7, Room 175
Phone Number: 754-321-5100
Email Address: corinth.evans@browardschools.com

Instructor Office Hours:
M-F: 2:00 pm – 3:00 pm (appointment preferred)
Instructor responses to student requests will be provided within 24 hours of regular school operating hours: Monday – Friday 7:00 am – 3:00 pm.

Student Hours:
Monday – Friday
High School AM: 7:05 am – 10:10 am
Postsecondary AM: 7:30 am – 10:30 am
Postsecondary Full-Time: 7:30 am – 2:00 pm
High School PM: 10:15 am – 1:50 pm
Lunch: 11:00 am – 11:35 am
Online Full-Time or Part-Time/Blended Available

Program Name: Medical Administrative Specialist

OCPs	Course Names	Hours
A	OTA0040 Information Technology Assist.	150
B	OTA0041 Front Desk Specialist	300
C	OTA0631 Medical Office Technologist	300
D	OTA0651 Medical Administrative Specialist	300

Course Description:
This program is designed to prepare students for employment as medical secretaries, medical office clerks, medical insurance secretaries, medical records clerks, and medical administrative specialists or to provide supplemental training for persons previously or currently employed in these occupations. The program prepares students to perform medical office duties utilizing knowledge of medical terminology and medical office procedures; to transcribe medical documents; to perform medical office functions using specialized medical scheduling/billing software; to produce quality work using advanced features of business software applications; to research job opportunities; and to produce high quality employment portfolios and job-seeking documents. After successfully completing the program, the student will be able to perform medical office activities and will have developed skills in keyboarding, records management, communications, human relations, transcription, computer applications, and decision making.

Technical College Policy/Adult Student Attendance:

- A student must be withdrawn after being absent for six (6) consecutive days.
- Two (2) additional absences may be allowed under certain circumstance with appropriate documentation.
- Please refer to the Student Handbook for postsecondary students. http://www.atlantictechnicalcollege.edu/atc-student-handbook/

Magnet High School/Attendance Policy:
A student who has had at least five unexcused absences, or absences for which the reasons are unknown, within a calendar month, or 10 unexcused absences, or absences for which the reasons are unknown, within a 90-calendar-day period, may be exhibiting a pattern of non-attendance according to (F.S.1003.26 (1) (b)) and the School Board of Broward County, Policy 5.5.

Required Book(s) and/or Online Access:

- Keyboarding and Word Processing Essentials Textbook and License
- The Administrative Medical Assistant
- Microsoft Office 2016, Second Course
- Computers in the Medical Office

Class set of books available:

- Microsoft Office 2016, First Course
- Medical Terminology
- From Patient to Payment
- Medical Transcription

Required Materials/Supplies:
Purchased from ATC Bookstore:

- USB Drive (8GB suggested)
- Computer Headset (e.g. Head Phones)

Classroom Resources:

- Access to Online Course Materials using Desire to Learn (D2L): https://broward.desire2learn.com
- Access Microsoft Office: Skills Assessment Manager (SAM): https://sam.cengage.com/Login

All required books and most materials/supplies can be purchased from the ATC bookstore.
Stop by during operational hours for pricing, booklist and other purchasing information.

Grading System:

A	90 - 100%
B	80 - 89%
C	70 - 79%
D	60 - 69%
F	0 - 59%
I	Incomplete

Additional Program Specific Grading Information:

Daily/Classwork	25%
Quizzes/Tests	25%
Projects	25%
Keyboarding	25%

Course Grading Policy:

Each student is expected to follow the daily/weekly assignments pacing schedule. Students have two (2) class days to make-up the work for each class day of an "excused" absence, not including the day of return. However, previously assigned work is due the day of return. These deadlines may be extended by the instructor for extenuating circumstances.

Late Assignment Policy: Late assignments will not be accepted. However, if the student has an "excused" absence(s), assigned work may submitted when the student returns.

Make-up Exam Policy: There are no makeup for exams, unless the student has an "excused" absence(s).

Online Course Grading Policy:

Online students' grades and attendance are based on the following:

- Scheduled assignments are due each **Sunday by 11:59 pm**. Late submission of work will affect the assignment grade.
- Students assume full responsibility for the content and integrity of submitted work. As the guiding principle of academic integrity, a student's submitted work, examinations, reports, projects, etc. must be his/her own.
- Unless otherwise stated by the instructor, physical or digital references including books, charts, graphs, diagrams, photos, notes or calculators may not be utilized during assessments or exams. Blank scratch paper will be permitted during certain assessments.
- Exams may include an oral or lab/skills component and final exams will be completed in-person during a lab session.

View Your Grades:

Grades can be viewed online by following the directions below:

1. Go to https://browardfocus.com (access FOCUS using Chrome, Firefox or Safari).
2. Student ID which is on your student schedule.
3. Passcode: Student's date of birth formatted as YYYYMMDD.
   Four digits for the year, two digits for the month and two digits for the day.

Classroom/Lab Rules:

- Sign in and out DAILY.
- Read and follow DAILY AGENDA upon arrival.
- Follow all rules in the student and discipline code books.
- Cell phones silent or OFF and PUT AWAY.
- Contact instructor by 8:00 am on the same day when absent (email preferred).
- Come to class prepared to work and be respectful of ALL class members.
- ALL assignments submitted to instructor must reflect the student's own individual work.
- **NO FOOD OR BEVERAGES IN THE LAB.**

Industry Certification & State Credential Exam Cost:

- Certified Medical Administrative Assistant (CMAA)- $115
- Microsoft Office 2016 Bundle: Word, PowerPoint, Excel, Access- $100 per exam
- Cardiopulmonary Resuscitation Basic (CPR) - $30

You may qualify for certification reimbursement of your exam cost(s) upon passing. Credential fees are estimated & subject to change.

Outstanding Student Recognition Information:

A gold seal will be applied to a Program Completion Certificate or an Applied Technology Diploma if the student has earned a 3.5 GPA or higher in their Career and Technical Education (CTE) classes.

Program Name: Medical Administrative Specialist

Course Number: OTA0040
Course Name: Information Technology Assistant (150 Hours)
Occupational Completion Point: A
Intended Outcomes: (From FL DOE Curriculum Framework)
Student will be able to:

- Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance
- Develop keyboarding skills to enter and manipulate text and data
- Describe and use current computer technology and software to perform personal and business-related tasks in the workplace. (e.g. digital calendars, meetings, appointments, e-mail contacts)
- Identify and describe types of file systems and classify common file extensions based on software application programs used in the workplace environment
- Use reference materials. (e.g. on-line help, tutorials, manuals, vendor bulletin boards)
- Demonstrate basic computer file management skills and file naming conventions to accurately organize files into hierarchies by labeling file folders for easy accessibility
- Discuss the process of troubleshooting problems with computer hardware peripherals, including input and output devices in the workplace environment
- Describe ethical issues and problems associated with computers and information systems, including federal laws against anti-piracy with computers and PC software security protection
- Identify operating system file naming conventions
- Demonstrate proficiency with file management and structure. (e.g., folder creation file creation, backup copy, delete, open, save)
- Demonstrate a working knowledge of standard file formats
- Explain the history and purpose of various operating systems. (e.g., DOS, Windows, Mac, and Unix/Linux)
- Develop an awareness of microprocessors and digital computers
- Explain the general architecture of a microcomputer system
- Explain the need for and use of peripherals
- Demonstrate proficiency using peripherals
- Identify the basic concepts of computer maintenance and upgrades
- Differentiate between diagnosing and troubleshooting.
- Demonstrate an understanding of operating systems
- Identify types of networks and how they work
- Identify the role of servers and clients on a network
- Identify benefits and risks of networked computing
- Identify the relationship between computer networks and other communications networks. (e.g., Wi-Fi, teleconference, telepresence)
- Identify intranets, extranets and how they relate to the Internet
- Demonstrate basic understanding of network administration
- Use technology to enhance the effectiveness of communication skills utilizing word processing applications.
- Select and use word processing software and accompanying features to enhance written business communications
- Share and maintain documents by applying different views and protection to a document and manage document versions. Share and save a document and apply a template. (e.g., pdf, html, blog, hyperlinks)
- Format content to a document by applying font, paragraph attributes, indent and tab settings to text and-* paragraphs. Apply spacing settings to text and paragraphs. Navigate and search through a document, create and manipulate tables
- Apply page layout and reusable content by editing and manipulating page setup settings and applying themes.
- Create and manipulate page backgrounds, headers and footers

- Use image design theory and software to create illustrations, shapes, and graphics and include a selection in a document. Insert and format pictures, shapes, and clipart. Apply and manipulate text boxes.
- Proofread documents by validating content through the use of spell and grammar check. Configure autocorrect settings, insert and modify comments in a document
- Apply references and hyperlinks, create end and footnotes, and create a table of contents in a document.
- Perform various mail merge options, macros and tracking revisions
- Use technology to enhance communication skills utilizing presentation applications
- Manage and configure the presentation software environment, including: adjusting views, manipulating window, configuring toolbar and file options.
- Create slide presentations utilizing various project development elements, including: adding and removing slides, slide layouts, format slide design, insert or format placeholders.
- Locate, create and incorporate graphical and multimedia elements, including: shapes, graphics, images, bullets, hyperlinks, video, and audio into a slide presentation appropriate for the project
- Explore and apply design and color theory to create dynamic and appealing visuals
- Create and manipulate graphical and multimedia elements to improve or develop new contacts appropriate for the project, including: creation of images, color selections, tone, hue and contrast
- Demonstrate various business-related elements that can be created, embedded and manipulated in a slide presentation, including: charts, graphs, tables, spreadsheets, flowcharts, and organizational charts
- Apply slide transitions and create custom animations to slide presentations appropriate for the target audience
- Demonstrate different delivery methods for slide presentations, including: packaging for CD delivery, video projection – on mouse click, rehearsed timings, printing options - outlines, handouts, slides and notes
- Use technology to enhance the effectiveness of communication utilizing spreadsheet and database applications
- Manage the worksheet environment by navigating through and printing a worksheet. Personalize the environment by manipulating the ribbon tabs, group settings, importing data/database, manipulating properties, files and folders
- Create cell data, apply auto fill and hyperlinks
- Format cells and worksheets by applying cell formats, merging and splitting cells, create row and column titles, hide and unhide column titles, rows and columns. Manipulate page set up options. Create and apply cell styles
- Manage worksheets and workbooks by creating and formatting worksheets and manipulating views/themes.
- Apply formulas and functions by creating formulas, enforcing precedence and cell formula references. Apply conditional formula logic, name and cell ranges
- Demonstrate data visually by creating and modifying charts and images. (e.g., pivot tables)
- Share worksheet data through email, changing file type and different versions. Manage comments. (e.g., mail merge)
- Analyze and organize data through filters, sorting and applying conditional formatting. (e.g., macros)
- Create different forms for inputting data into a database application
- Interpret queries for specialized reports using a database application
- Interpret data on line graphs, pie charts, diagrams, and tables commonly used in spreadsheet software applications that incorporate industry data
- Use technology to enhance communication skills utilizing electronic mail
- Describe and perform e-mail capabilities and functions. Create and send messages, manage signature and automated messages. Save, send, schedule, and manage junk mail, e-mail and spam. Configure message sensitivity, security and delivery options
- Use the Internet to perform e-mail activities, including: attaching external files, saving e-mail attachments, viewing mailbox details, establishing appointments, creating contact groups, and sending a meeting to a contact group to communicate in the workplace
- Manage tasks and organize information. (e.g., forward e-mail)
- Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals
- Analyze personal skills and aptitudes in comparison with various business-related job and career options.

- Use career resources to develop an information base that reflects local and global business-related occupations and opportunities for continuing education and workplace experience.
- Demonstrate job-seeking skills required for entry-level employment, including resume, cover letter, thank you letter, online/hard copy application, mock interview, and follow-up call
- Design, initiate, refine and implement a plan to facilitate growth and skill development related to anticipated job requirements and career expectations
- Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments
- Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals
- Describe the importance of building community and mentor relationships in a variety of professional and workplace situations
- Simulate work-based projects in an information technology environment
- Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance
- Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and appropriate attire and grooming
- Demonstrate ways of accepting constructive criticism on team projects within the workplace
- Apply appropriate strategies to manage and resolve conflicts in work situations
- Demonstrate human relations, personal and interpersonal skills appropriate for the workplace, including: responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, and professional dress
- Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication. Demonstrate how to connect to the Internet and use appropriate
- Internet protocol. Identify and describe web terminology, addresses and how browsers work
- Demonstrate proficiency using basic features of GUI browsers, including: bookmarks, basic configurations, email configurations, and address books. Describe appropriate browser security configurations
- Describe information technology terminology, including Internet, intranet, ethics, copyright laws, and regulatory control
- Demonstrate proficiency using search engines and search tools
- Use various web tools, including: downloading files, transfer of files, telnet, PDF, plug-ins, and data compression. Identify Boolean search strategies
- Understand and apply level one Universal Resource Locator (URL) and associated protocols. (e.g., com, org, edu, gov, net, mil)
- Demonstrate competence in page design applicable to the WWW
- Describe and apply color theory as it applies to Web page design
- Access and digitize graphics through various resources. (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs)
- Explain the need for web-based applications
- Describe appropriate use of social networking sites and applications, blogs and collaborative tools for file sharing and using listservers. (dangers of piracy, copyright, plagiarism)
- Describe web applications, including sharing photos and video clips, messaging, chatting and collaborating
- Develop an awareness of emerging technologies
- Compare and contrast emerging technologies and describe how they impact business in the global marketplace. (e.g., wireless network, tablets, cell phones, satellite technology, nano technology, smart devices, home networks, peer-to-peer)
- Develop awareness of computer languages and software applications
- Compare and contrast the appropriate use of various software applications. (e.g., word processing, desktop publishing, graphic design, web browser, e-mail, presentation, database, scheduling, financial management,
- Java applet, music)

- Demonstrate the use of various software applications. (e.g., word processing, desktop publishing, graphic design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music)
- Introduction of language terminology. (e.g., HTML, Python, Java, Flash, Pearl, code.org)
- Create web pages
- Use storyboarding techniques
- Use basic functions of WYSIWYG editors
- Use basic functions of HTML, DHTML, and XML editors and converters
- Enhance web pages through the addition of images and graphics including animation
- Demonstrate comprehension and communication skills.
- Read and comprehend technical and non-technical reading assignments related to course content, including manuals, books, magazines and electronic sources
- Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers
- Apply the writing process to the creation of appropriate documents following designated business formats (e.g., note taking, research, MLA/APA)
- Demonstrate an awareness of project management concepts and tools. (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration)

Course Number: OTA0041
Course Name: Front Desk Specialist (300 Hours)
Occupational Completion Point: B
Intended Outcomes: (From FL DOE Curriculum Framework)
Student will be able to:

- Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations
- Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data)
- Use communications and networking to perform tasks and solve problems in business environments
- Demonstrate language arts knowledge and skills
- Locate, comprehend and evaluate key elements of oral and written information
- Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary
- Present information formally and informally for specific purposes and audiences
- Demonstrate mathematics knowledge and skills
- Demonstrate knowledge of arithmetic operations
- Analyze and apply data and measurements to solve problems and interpret documents
- Construct charts/tables/graphs using functions and data
- Use oral and written communication skills in creating, expressing and interpreting information and ideas
- Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace
- Locate, organize and reference written information from various sources
- Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences
- Interpret verbal and nonverbal cues/behaviors that enhance communication
- Apply active listening skills to obtain and clarify information
- Develop and interpret tables and charts to support written and oral communications
- Exhibit public relations skills that aid in achieving customer satisfaction
- Solve problems using critical thinking skills, creativity and innovation
- Employ critical thinking skills independently and in teams to solve problems and make decisions.
- Employ critical thinking and interpersonal skills to resolve conflicts
- Identify and document workplace performance goals and monitor progress toward those goals
- Conduct technical research to gather information necessary for decision-making

- Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional
- Integrate all forms of communication in the successful pursuit of an administrative career.
- Discuss the need to use appropriate tone and professional demeanor in business communications, including emails, correspondence, conference calls, and conversation
- Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance
- Discuss communication systems - cultural, organizational, technological, and interpersonal
- Write complex business communications
- Practice quality performance in the learning environment and the workplace
- Discuss performance evaluation methods and instruments used to assess employee progress and performance
- Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance
- Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service
- Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment
- Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance
- Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment
- Discuss the main causes of accidents in the office and identify preventive measures
- Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies
- Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).
- Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals
- Plan ethical, political strategies to achieve goals and advance careers
- Discuss the role and understand how to use professional networking resources, including web-based resources
- Demonstrate human relations/interpersonal skills appropriate for the workplace
- Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team
- Develop initiative and problem-solving skills to effectively deal with conflict resolution.
- Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance
- Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work
- Maintain equipment and supplies
- Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers)
- Have knowledge of transcription and how to prepare documents using machine dictation
- Perform specialized records management functions
- Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. Mail)
- Use technology to increase administrative office support productivity and enhance workplace performance
- Access, process, and transmit information through all mediums (e.g., fax, e-mail, Internet, and collaboration software)
- Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software
- Discuss how to and where access is possible install/ download and update software for current office use
- Use technology to research, compile, create, and deliver an oral presentation
- Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant

- Perform integrated functions using various software applications
- Perform proofreading skills including electronic reference tools
- Identify various means to scan, store and manage electronic documents and understand how to use
- Identify and understand various ways to hold a meeting through web conferencing
- Describe the importance of professional ethics and legal responsibilities
- Identify the importance of making decisions that are based on ethical reasoning
- Identify and discuss personal and long-term consequences of unethical choices in the workplace
- Use information technology tools
- Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications
- Employ computer operations applications to access, create, manage, integrate, and store information
- Employ collaborative/groupware applications to facilitate group work
- Participate in (administrative) work-based learning experiences
- Participate in work-based learning experiences in the administrative field
- Discuss the use of technology in the administrative field
- Compare and contrast the software applications used in the administrative field
- Discuss organizational networks or charts and describe the relationships between positions and responsibilities

Course Number: OTA0631
Course Name: Medical Office Technologist (300 Hours)
Occupational Completion Point: C
Intended Outcomes: (From FL DOE Curriculum Framework)
Student will be able to:

- Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance
- Perform specialized medical office procedures including health insurance and insurance verification, billing and collections, and scheduling auxiliary services
- Prepare medical documents
- Maintain and utilize a medical reference library
- Discuss and simulate legal and ethical procedures in the medical office
- Recognize usage of specialized medical software
- Proofread to include mechanics, content, and specialized medical formats
- Perform specialized records management functions specific to the medical field
- Simulate professional communication skills in situations with patients and medical contacts
- Use medical terminology
- Identify key standards for privacy of health information as mandated in Health Insurance
- Portability and Accountability Act (HIPAA), including online application process, state standards and standards for minors
- Transcribe medical documents, including the use of voice-integration applications and scanning technology for medical records
- Discuss how to use encryption to support patient confidentiality when sending communication
- Participate in work-based learning experiences in a medical office environment.
- Discuss the use of technology in a medical office environment
- Discuss the management/supervisory skills needed in a medical office environment.
- Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment
- Describe the nature and types of business organizations.
- Explain the effect of key organizational systems on performance and quality.
- List and describe quality control systems and/or practices common to the workplace.
- Explain the impact of the global economy on business organizations.

- Demonstrate leadership and teamwork skills needed to accomplish team goals and
- Employ leadership skills to accomplish organizational goals and objectives.
- Establish and maintain effective working relationships with others in order to accomplish objectives and tasks
- Employ mentoring skills to inspire and teach others

Course Number: OTA0651
Course Name: Medical Administrative Specialist (300 Hours)
Occupational Completion Point: D
Intended Outcomes: (From FL DOE Curriculum Framework)
Student will be able to:

- Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance
- Use medical terminology
- Demonstrate knowledge of medical emergency management procedures (e.g., perform CPR, call 911, etc.)
- Demonstrate an understanding of insurance fraud and abuse
- Communicate with health organizations to process referrals and verify patient coverage
- Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices (e.g., disposal of biohazard waste, do's and don'ts of transporting files into and out of contaminated areas, etc.)
- Identify and discuss various State Insurance Licenses offered covering physicians' offices
- Participate in work-based learning experiences in a medical office environment
- Discuss the use of technology in a medical office environment
- Use technology to increase medical office support productivity and enhance workplace
- Transcribe medical documents, including the use of voice-integration technology applications and scanning technology
- Key with speed and accuracy to meet industry standards for employment as a medical secretary
- Integrate all forms of communication in the successful pursuit of a career as a medical secretary
- Participate in work-based learning experiences in a medical office environment
- Compare and contrast the software applications used in a medical office environment
- Discuss ways to respond positively to change and reduce stress in a business medical office
- Demonstrate employability skills
- Demonstrate successful interview techniques
- Maintain and update a career portfolio
- Define terms related to medical office careers
- Apply for positions with a letter of application and resume
- Explain the importance of employability skill and entrepreneurial skills
- Identify and demonstrate positive work behaviors needed to be employable
- Develop personal career plan that includes goals, objectives, and strategies
- Examine licensing, certification, and industry credentialing requirements
- Maintain a career portfolio to document knowledge, skills, and experience
- Evaluate and compare employment opportunities that match career goals
- Identify and exhibit traits for retaining employment
- Identify opportunities and research requirements for career advancement
- Research the benefits of ongoing professional development
- Examine and describe entrepreneurship opportunities as a career planning option
- Demonstrate business management skills
- Apply the major functions of management in all areas of the internship workplace
- Demonstrate positive human relations and leadership skills in the workplace
- Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources

- Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective medical office business relations
- Demonstrate skills as a team member
- Participate in leadership activities in FBLA or BPA
- Participate in community service activities.
- Demonstrate business ethics
- Demonstrate ethical medical business behavior
- Describe the importance of professional ethics and legal responsibilities
- Evaluate and justify decisions based on ethical reasoning
- Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities and employer policies
- Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace
- Interpret and explain written organizational policies and procedures
- Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory
- Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments
- Explain the effect of key organizational systems on performance and quality
- Create a disaster and/or emergency response plan
- Demonstrate personal money-management concepts, procedures, and strategies
- Identify and describe the services and legal responsibilities of financial institutions
- Describe the effect of money management on personal and career goals
- Develop a personal budget and financial goals
- Complete financial instruments for making deposits and withdrawals
- Maintain financial records
- Read and reconcile financial statements
- Research, compare and contrast investment opportunities