



Atlantic Technical College
Medical Administrative Specialist
100% Online
Program Syllabus
2023-2024



Instructor Name: Diana Marquez
Department Name: Business and Information Technology
Office/Classroom Location: Remote
Phone Number: 754-321-5100 or MSTeams
Email Address: diana.marquez@browardschools.com

Instructor Office Hours:
Th: 5:00 pm – 5:30 pm (**flexible; 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:

100% Distance:

Distance: Monday – Wednesday, & Friday
Virtual Lab: (Mandatory) Thursday, 5:30 pm – 8:30 pm

Program Name: Medical Administrative Specialist

OCPs	Course Names	Hours
A	OTA0040 Information Tech 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- A student must be withdrawn after being absent for six (6) consecutive days.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/>

Required e-Book/Digital Access and/or Textbook(s):

- E-Book: Kinn's, The Administrative Medical Assistant, 14th Edition & (Digital access w/ Sherpath)
- E-Book: Understanding Health Insurance: A Guide to Billing and Reimbursement (Digital access w/ MindTap for 12 Months Access)
- E-Book: Computers in the Medical Office, 9th Edition (Digital access w/ CONNECT + Medisoft)

Required Materials/Supplies:

Purchased from ATC Bookstore:

- USB Flash Drive (32GB suggested)
- Computer Headset (e.g. earbuds)
- Notebook, pen, pencil, highlighter(s), post-it notes

Digital Access/Resources:

- **Desire to Learn (D2L):**
<https://broward.desire2learn.com>
- Microsoft Office: Skills Assessment Manager (**SAM**):
<https://sam.cengage.com/Login>
- Microsoft Office 365, Office 2019 Licenses:
 - Introductory E-book
 - Intermediate E-book
 - Advanced E-book

	<ul style="list-style-type: none"> • GMetrix: www.GMetrix.net • MindTap: Understanding Health Insurance • Sherpath: The Administrative Medical Assistant • CONNECT: Computers in the Medical Office
<p><i>All required books and most materials/supplies can be purchased from the ATC bookstore. Stop by during operational hours for pricing and purchasing information or visit: https://www.atlanticttechnicalcollege.edu/bookstore-price-list/.</i></p>	
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% Exams/ Projects 50%
<p>Online Course Grading Policy: Online students' grades and attendance are based on the following:</p> <ul style="list-style-type: none"> • 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. • Exams may include an oral or lab/skills component and final exams will be completed in-person during a lab session. <p>Make Up Work Policy (CTE Adults): Each student is expected to follow the daily/weekly assignments pacing schedule.</p> <p>Late Assignment Policy: Late assignment(s) will NOT be accepted. All assignments should be submitted as directed each week. Any assignment submitted via Desire 2 Learn and marked late will be considered as late. All assignments count towards the final grade. Students are encouraged to establish connections with other students to get notes and assignments from missed classes. Students must contact the instructor as soon as possible after missing an assignment to make the necessary arrangements with the instructor.</p> <p>Make-up Exam Policy: There are no makeup for exams.</p>	
<p>Computer Requirements for Online Students:</p> <ul style="list-style-type: none"> • Internet bandwidth speed of at least 5 Mbps • 128 GB hard drive or larger • Full QWERTY Keyboard and mouse • 4 GB RAM or higher • 2 GHz Intel Processor or faster • 14-inch sized screen or larger with 720 x 1280 resolution or greater, (two monitors are recommended but not required) • Windows 10 or MAC OS X* – latest version • Chrome or Firefox web browser – latest version • Anti-virus program (updated regularly) • Webcam & microphone is necessary <p><i>*Note: Google Chromebooks and MAC OS is NOT recommended for Business Programs.</i></p>	

View Your Grades:

Grades can be viewed online by following the directions below:

1. Go to Clever SSO Website link: <https://bit.ly/workforce-ssso> and login:
 - a. Username: 10-digit student ID number
 - b. Password: PMM/DD/YYYY (or your personally created password after initial login)
2. Click on the FOCUS app on your Clever opening page.
(You may need to scroll-down the page to see the FOCUS app.)
3. Enter your FOCUS username and password.
NOTE: If the Focus App. is not visible after logging into Clever, please navigate to the Broward Focus website directly: <http://browardfocus.com/>.

Classroom/Lab Rules:

- Students must attend **all class** sessions.
- Students must sign-in into **CLEVER, Desire to Learn (D2L), and FOCUS DAILY**.
- Read and follow DAILY/WEEKLY AGENDA (also available in D2L).
- Follow all rules in the student and discipline handbook.
- Cell phones silent/vibrate or OFF and PUT AWAY when attending virtual and/or on-campus class.
- Print **ONLY** relatable coursework aligned with the program.
- Email professor by 8:00 am on the same day when absent or unable to log in to online course.
- Come to class prepared to work and be respectful of ALL class members.
- Virtual attendance must be in academic/business casual attire and webcams **MUST BE ON** unless instructed otherwise by your teacher.
- ALL assignments submitted must reflect the student's own individual work.
- No food or beverages in the lab when you are on campus.

Industry Certification & State Credential Exam Cost:

- Certified Medical Administrative Assistant (CMAA) – \$117
- Microsoft Office 2019 Bundle: Word & Word Expert, PowerPoint, Excel & Excel Expert, Outlook, & Access—\$100 per exam (retakes cost: \$120)
- 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
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<p>Course Number: OTA0040</p> <p>Course Name: Information Technology Assistant (150 Hours)</p> <p>Occupational Completion Point: A</p> <p>Intended Outcomes: (From FL DOE Curriculum Framework)</p> <p>Student will be able to:</p> <ul style="list-style-type: none"> • Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. • Develop an awareness of microcomputers. • Demonstrate an understanding of networks. • Use word processing applications to enhance the effectiveness of various types of documents and communication. • Use presentation, spreadsheet, and electronic mail applications to enhance communication skills. • Use database applications to store and organize data. • Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, life-long learning, and personal and professional goals. • Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
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- Demonstrate competence using computer networks, Internet, and online databases to facilitate collaborative or individual learning and communication.
- Develop awareness of computer languages, web-based & software applications, and emerging technologies.
- Demonstrate an understanding of basic html by creating a simple web page.
- Demonstrate comprehension and communication skills.
- Use social media to enhance online communication and develop an awareness of a digital footprint.

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 in order to apply ergonomic principles applicable to the configuration of computer workstations.
- Demonstrate language arts knowledge and skills.
- Apply professional oral and written communication skills in a courteous, concise, and correct manner.
- Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas.
- Practice quality performance incorporating customer service strategies in the learning environment and the workplace.
- Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.
- 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.
- Demonstrate human relations/interpersonal skills appropriate for the workplace.
- Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- Describe the importance of professional ethics and legal responsibilities.
- Participate in simulated work-based learning experiences.

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.
- Participate in simulated work-based learning experiences in a medical office environment.
- Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.

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 technology to increase medical office support productivity and enhance workplace performance.
- Participate in simulated work-based learning experiences.
- Use technology to increase medical office support productivity and enhance workplace performance.

- Demonstrate employability skills.
- Explain the importance of employability skills and entrepreneurial skills.
- Demonstrate business management skills.
- Demonstrate positive human relations and leadership skills in the workplace.
- Describe the importance of professional ethics and legal responsibilities.
- Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- Demonstrate personal money-management concepts, procedures, and strategies.