

MEDICAL ADMINISTRATIVE SUPPORT

Explore More About This Program: <https://cwi.edu/program/medical-administrative-support>

Program Description

This program leads to a Basic Technical Certificate in Medical Administrative Support and prepares students with the specialized skills necessary for employment wherever knowledge of medical terminology, professional procedures, and ethics are required, such as hospitals, clinics, doctors' offices, or outpatient surgery centers. A medical administrative support professional performs a variety of duties in a healthcare environment. Typical duties may include receiving patients and visitors, providing customer service in person and in telephone communications, scheduling appointments, composing and processing correspondence, maintaining medical records, arranging travel and meetings, maintaining physician calendars, submitting insurance claims, maintaining financial records, and scheduling hospital admissions and surgeries.

Careers in most areas of healthcare are in great demand throughout the nation. Medical administrative support professionals work side by side with clinical staff to facilitate patient care. Physicians rely on well-trained medical administrative support professionals to assist in the operation of a medical office and the documentation of patient care. Successful students in this program possess above-average skills in communication, organization, and attention to detail. Specialized coursework focuses on medical terminology and anatomy, health information management, insurance billing, and integrated medical office software.

This program is competency-based, specifying the student performance objectives required for employment. Previous training or experience may be substituted for coursework if competence is demonstrated through testing, with the permission of the instructor.

Note: Registrations for Medical Administrative Support courses are restricted to students within the major.

Degrees and Certificates

- Medical Administrative Support - Basic Technical Certificate (BTC)*

Related Degrees and Certificates

- Medical Assistant - Intermediate Technical Certificate (ITC)

**All requirements for this degree or certificate may be completed fully online.*