

Official Program Outline



HERZING
— UNIVERSITY —

DIPLOMA IN MEDICAL OFFICE ADMINISTRATION (DMOA)

PROGRAM DESCRIPTION

This program is designed to prepare students with the necessary skills and academic knowledge for entry-level office positions in the healthcare industry. Career opportunities may be in areas such as the medical office, clinical, hospital, long-term care facilities, and other healthcare office settings.

PROGRAM OUTCOMES

Upon completion of this program, the student should be able to:

1. Create and enter data into different healthcare documents
2. Apply legal concepts to medical practice
3. Employ professionalism
4. Demonstrate billing and reimbursement processes.
5. Explain various disease and treatment processes

POTENTIAL OCCUPATIONAL TITLES

Potential occupational titles for this program include, but are not limited to, medical secretary, receptionist, unit support representative, office manager, medical receptionist, front office manager, and medical office specialist.

PROGRAM CONTENT

A minimum of 24.00 semester credit hours is required for graduation.

REQUIRED COURSES

All courses, 16.00 semester credit hours, are required.

Course Number	Course Name	Semester Credit Hours
HC 101	Medical Terminology	1.00
MO 110	Keyboarding	1.00
MO 160	Pathophysiology and Pharmacology	3.00
MO 205	Insurance Claims, Processing and Adjudication	3.00
MO 180	Administrative Skills for the Medical Office	3.00
MO 185	Ethics and Professionalism	1.00
MC 120	Patient Privacy	3.00
PD 121	Professional Development I	1.00

REQUIRED ANATOMY AND PHYSIOLOGY

4.00 semester credit hours are required.

Course Number	Course Name	Semester Credit Hours
SC 144	Introduction to Anatomy and Physiology	4.00

CAPSTONE OR INTERNSHIP COURSE

A minimum of 4.00 semester credit hours is required.

Course Number	Course Name	Semester Credit Hours
MO 270	Case Study Research Project	4.00
*MO 295	Medical Office Administration Internship	4.00

* Enrollment in a student readiness training is required two terms prior to internship course. Successful completion of training is required prior to internship course enrollment.

COURSE DESCRIPTIONS

HC 101 - Medical Terminology

This course introduces common medical terms through the analysis of word components. Emphasis will be placed on the structure of terms-Greek and Latin roots, prefixes, and suffixes. A medical vocabulary will be developed through the study of the anatomical structures, physiological functions, diagnostic and therapeutic procedures, and pathologies of the body systems. Terminology will be practiced through the use of common abbreviations, spelling, pronunciation and definitions. Semester Credit Hours: 1.00 Contact Hours: 15/0/0/15 Prerequisite: None Corequisite: None

MC 120 - Patient Privacy

This course will introduce students to the foundational principles of patient privacy and security of personal health information. Students will understand the confidential and sensitive nature of medical information and how to protect it. The course will emphasize the Health Insurance Portability and Accountability Act (HIPAA) privacy and security rules, patient rights and reporting requirements. Semester Credit Hours: 3.00 Contact Hours: 45/0/0/45 Prerequisite: None Corequisite: None

MO 110 - Keyboarding

This course includes the development of keyboarding skills through touch, mastery of the keyboard, speed building, and preparation of office documents. Semester Credit Hours: 1.00 Contact Hours: 0/30/0/30 Prerequisites/Corequisites: None.

MO 160 - Pathophysiology and Pharmacology

This course provides instruction in the study of human diseases with focus on the symptoms, signs, causes, and diagnosis of disease. Additionally, students will learn about pharmacology, drug abbreviations, drug categories, diagnostic equipment including lab values, and pharmacological treatment related to human diseases. This course has a lab component. Semester Credit Hours: 3.00 Contact Hours: 30/30/0/60 Prerequisites: HC 101 Medical Terminology or HI 221 Health Sciences for ICD-10. Corequisites: None

MO 180 - Administrative Skills for the Medical Office

This course introduces the student to administrative and operational procedures and policies pertaining to the medical office. Students will learn about various medical office software including patient registration, appointments, office financial management, and electronic health records. Students will learn about the different types of healthcare systems, diversity among coworkers/patients, licensure, accreditation and patient privacy (HIPAA). Semester Credit Hours: 3.00 Contact Hours: 30/30/0/60 Prerequisites: None. Corequisites: None.

MO 185 - Ethics and Professionalism

This course is designed to introduce the student to important ethics as it pertains to the healthcare profession which includes controversial health care issues. The student will be introduced to patient confidentiality and information security as identified and enforced through HIPAA regulations. Additionally, the student will learn about the importance of professionalism in the workplace. Semester Credit Hours: 1.00 Contact Hours: 15/0/0/15 Prerequisites: None Corequisites: None

MO 205 - Insurance Claims, Processing and Adjudication

In this course, the student will understand the basic types of medical insurance programs available in today's healthcare environment. It acquaints students with billing formats, using universal claim forms, and it provides the skills necessary to master basic aspects of medical insurance billing and adjudication. Current reimbursement methodologies and compliance will also be covered. Semester Credit Hours: 3.00 Contact Hours: 45/0/0/45 Prerequisites/Corequisites: None.

MO 270 - Case Study Research Project

This course prepares students for challenges in the workplace by improving their critical thinking and problem-solving skills using research as a problem-solving tool. Students will examine real-world business problems while analyzing, developing, and implementing workplace solutions to build relationships that support the organization's strategic goals. In addition to building a foundation and developing competencies, students will develop important skills in ethical and values considerations, technology, and business communication. Semester Credit Hours: 4.00 Contact Hours: 60/0/0/60 Prerequisite: All didactic work, PGPA of 2.00, and final term of study. Corequisite: None.

MO 295 - Medical Office Administration Internship

During the internship phase of training, the student will experience various aspects of working in the medical office. The internship will provide the student with the opportunity to experience and participate in the duties of a medical office administrator in a working

environment. Areas such as scheduling, billing, insurance coding, medical records, transcription, and customer service will be experienced. Instruction will be provided by experienced medical office personnel. The internship consists of 180 hours of practical experience in the medical office, along with in class CMAA practice exams, and sitting for the CMAA Exam. Note: Online students in some states may not be allowed to take this internship due to state restrictions. Semester Credit Hours: 4.00 Contact Hours: 0/0/180/180 Prerequisites: All didactic work, PGPA of 2.00, and final term of study. Corequisite: None.

PD 121 - Professional Development I

This course is designed to introduce students to methodologies that will prepare them for academic and professional success. Topics include but are not limited to Canvas support, student support services, e-books, university policies, resumes, self-reflection, time management, goal setting, and strategies for anxiety reduction. Semester Credit Hours: 1.00 Contact Hours: 15/0/0/15

Prerequisites/Corequisites: None.

SC 144 - Introduction to Anatomy and Physiology

This course provides an introduction to the study of the structure and function of the human body. Topics include an introduction to homeostasis, cells, and tissues, along with a basic study of the body systems and their interrelationships. The lab component of the course provides 3D interactive visualization of human systems. Semester Credit Hours: 4.00 Contact Hours: 45/30/0/75 Prerequisite: None. Corequisite: None.