

MEDICAL ADMINISTRATIVE SUPPORT - BASIC TECHNICAL CERTIFICATE (BTC)*

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

Certificate Quick Facts

- **Instructional School:** Health
- **Department:** Health Professions
- **Program Code:** MADM.BTC
- **Program Type:** Career and Technical Education
- **Available Fully Online:** Yes
- **Eligible for Federal Financial Aid:** Yes

NOTE: Courses required for this program *may* have an additional fee; more information can be found on the [Special Course Fees](#) web page.

Certificate Requirements

Course	Course Title	Min Credits
Major Requirements		
HLTH 101	Medical Terminology	3
MADM 115	Human Relations in Healthcare	3
MADM 223	Integrated Medical Office Software	3
MADM 240	Health Insurance and Billing	3
MEDA 132	Medical Office Procedures	4
MEDA 237	Ethics for Medical Professionals	3

Minimum Credit Hours Required

19

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

Certificate Plan: Fall Or Spring Start

The course sequence listed below is strongly recommended in order to complete your program requirements. Many Career and Technical Education (CTE) courses have prerequisites and/or corequisites that have been accounted for within this course sequence plan. Please register for each semester as shown using the Student Planning tool in myCWI. Consult your advisor for any questions regarding this course sequence plan.

First Year

Fall		Credit Hours
MADM 223	Integrated Medical Office Software	3
MEDA 132	Medical Office Procedures	4
MEDA 237	Ethics for Medical Professionals	3
Total Semester Credit Hours		10
Spring		
HLTH 101	Medical Terminology	3
MADM 115	Human Relations in Healthcare	3
MADM 240	Health Insurance and Billing	3
Total Semester Credit Hours		9
Minimum Credit Hours Required		19

Program Learning Outcomes

Upon successful completion of this program, students will be able to:

- Demonstrate legal, ethical standards, and professional work ethic.
- Demonstrate knowledge of medical office practice management software in conjunction with managing patient reception, telephone communications, and scheduling patient appointments.
- Demonstrate knowledge of surgical and diagnostic procedures and hospital admissions.
- Demonstrate knowledge of insurance claims procedures and medical office financial activities.

- Create and maintain patients' health information records.
- Show evidence of problem-solving and critical-thinking skills.