

MEDICAL ADMINISTRATIVE SUPPORT - BASIC TECHNICAL CERTIFICATE (BTC)*

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

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.