

## Certificate of Proficiency (COP)

# Medical Reception

Administrative support professionals are responsible for performing and coordinating a wide range of activities, managing information flow, providing excellent customer service, and operating and maintaining a wide variety of office equipment. Many organizations across a wide variety of industries, including the health care field and medical offices, rely on skilled administrative support staff to keep operations running efficiently and effectively.

For a roadmap that identifies the preferred sequencing of courses and other specific recommendations from faculty, please see the corresponding program map(s):

- [Medical Reception Certificate of Proficiency \(COP\) \(lowercolumbia.edu/program-maps/business/COP-Medical-Reception\)](http://lowercolumbia.edu/program-maps/business/COP-Medical-Reception)

## Certificate Requirements

**Total credits required to earn this certificate:** 51 credits and pass each course listed in program requirements with a C or better.

LCC students must meet distribution requirements for associate degrees and specific certificates. See [Diversity and Distribution Lists \(lowercolumbia.edu/publications/catalog/distribution-lists/\)](http://lowercolumbia.edu/publications/catalog/distribution-lists/) for more information.

## General Education Requirements

- **Communications:**

5 credits - ENGL& 101 English Composition I **OR**  
BUS 119 Business Communications.

- **Quantitative Skills:**

5 credits – BUS 104 Business Math Applications

- **Human Relations / Social Science:**

5 credits – BUS 144 Management of Human Relations:DIV recommended.

## Program Requirements

Course Code	Course Title	Number of Credits
BUS 100	Foundations of Business Success	3

Course Code	Course Title	Number of Credits
BTEC 104	Intro to Business Technology	5
BTEC 111	Word Processing I	5
BTEC 165	Culture Awareness f/Healthcare Professionals:DIV	5
BTEC 171	Medical Reception Procedures	3
BTEC 181 <b>OR</b> MEDA 101	Medical Terminology I <b>OR</b> Medical Vocabulary I	3
BTEC 182 <b>OR</b> MEDA 102	Medical Terminology II <b>OR</b> Medical Vocabulary II	3
BTEC 230	Electronic Calculators II	2
BUS 294	Career Success	2
IT 111 (was CS 111)	Intro to Windows	4
HLTH 105	First Aid/CPR/BB Pathogens	1

## Program Outcomes

Students completing this program should acquire the following skills and abilities:

- Communicate professionally in writing and speaking as appropriate to a business-or business-related work environment (GS Communication)
- Apply objective, valid methods of inquiry and problem solving to draw rational, ethical, and coherent conclusions (GS Critical Thinking)
- Apply mathematical information to perform tasks in business and information technology to work environments (GS Numeracy/Quant. Literacy)
- Interact effectively with individuals and groups (GS Interpersonal Relations)
- Demonstrate proficiency in the use of business equipment, computer software, and technology for medical offices
- Create and manage business documents, spreadsheets, and databases
- Demonstrate competency in records management
- Demonstrate proficiency in organizational skills and assigning priority
- Demonstrate ethical decision-making

## Notes

Revised December 2021 (effective Summer 2022)

Consult an advisor if you have any questions.