

MEDICAL OFFICE RECEPTIONIST

The Medical Office Receptionist functions in the front office admitting and discharging patients. They perform administrative duties requiring the skills to create and maintain medical records, schedule and monitor appointments, as well as the use of computers in the medical office. The Medical Office Receptionist is an integral component of the patient's first and lasting impression of the physician and staff of the clinic. Assistants with additional education, experience, and training may advance to positions of Medical Administrative Assistants.

Program/Course Description.

The Medical Office Receptionist Program has been developed to prepare individuals to function in the front office of a physician or major clinic. Classes are integrated college credit and continuing education courses-students may enroll under either option. College credit students will be required to complete all ACC entrance requirements. Continuing Education students may register at the Highland Business Center. For additional information visit www2.austin.cc.tx.us/ce, (512) 223-7542 or contact a Program Coordinator at 223-7271 (CE) for counseling and assistance.

Program/Course Goals

Upon completion of this program the student will be able to:

- ? Demonstrate concepts related to professional conduct, ethical behavior, and patient confidentiality;
- ? Demonstrate accurate and efficient scheduling of patient appointments;
- ? Exhibit effective communication skills to serve as liaison between physician and others;
- ? Determine when record status and/or requests should be referred to office manager, nurse, or physician;
- ? Exhibit customer service skills required for positive public relations.

Admission Requirements

- ? Prerequisite courses-none
- ? Respect confidential nature of medical information.
- ? Accuracy and close attention to detail.
- ? Must be at least 16 years of age.

