UTAH SYSTEM OF HIGHER EDUCATION

Utah System of Higher Education
Medical Office Receptionist
FY2025 / 12 Credits (360 Clock-Hours)

Foundational Courses

TEMA 1000 Introduction to Medical Office Receptionist — 2 Credits / 60 Clock-Hours

This course delves into the critical roles and responsibilities of a medical office receptionist within the healthcare team. By emphasizing professionalism, law & ethics, and effective communication, students are prepared to integrate seamlessly into healthcare settings and maintain the highest professionalism and communication standards.

Objectives:
• Describe the structure and functions of the healthcare delivery team and the receptionist's role within it.
• Demonstrate a deep sense of professionalism, emphasizing punctuality, appearance, and behavior suitable for healthcare environments.
• Identify the legal and ethical responsibilities inherent in a medical receptionist role, focusing on patient rights and data protection.
• Demonstrate strong communication skills tailored to patient interactions, intra-team dialogues, and external communications.

TEMA 1020 Medical Office I — 2 Credits / 60 Clock-Hours

The Medical Office I course introduces administrative and general duties in a medical office. These duties include appointment scheduling, records management, electronic health records use and management, written communications, health insurance, office equipment and management, as well as telephone procedures. This course will provide hands-on practice of administrative skills and competency-based examinations.

Objectives:
• Demonstrate professionalism and responsibilities of the medical assistant through written, verbal, and electronic communication.
• Describe the administrative functions of a medical office.
• Demonstrate correct documentation in a medical record.
• Define types of information contained in a patient's medical record.

TEMA 1030 Medical Office II — 2 Credits / 60 Clock-Hours

The Medical Office II course introduces students to the management of all aspects of medical office finances. Instruction includes diagnostic and procedural coding for insurance billing. Students will track claims reimbursement, process patient statements, and review fee collection processes.

Objectives:
• Describe how to use procedural, diagnostic, and HCPCS coding required for insurance paperwork.
• Demonstrate professionalism in handling patient accounts and medical records.
• Describe banking and accounting procedures as related to the ambulatory care setting.
• Define healthcare insurance types, utilization, and guidelines.

TEMA 1040 Anatomy and Physiology — 4 Credits / 120 Clock-Hours

The Anatomy and Physiology course is designed to familiarize the student with the plan and structure of the human body, its function under normal, healthy conditions, and an introduction to the body's response to illness and disease. Instruction covers an overview of all organ systems, including diagnostic treatment modalities. Medical terms as they relate to the body and correct spelling and pronunciation are taught.

Objectives:
• Locate and label major organs and structures in the body systems.
• Identify and state the function of the major anatomical components of the human body.
• Describe common disorders associated with each major anatomical component.
• Identify common pathology related to each body system.

TEMA 1080 Medical Terminology — 2 Credits / 60 Clock-Hours

Medical Terminology provides instruction on how to interpret and understand the technical language of medicine. Students learn the basic structure of medical terms including prefixes, suffixes, word roots, special endings, plural forms, abbreviations, and symbols. Emphasis is placed on the correct spelling, definition, application, and pronunciation of each term.

Objectives:
• Identify the four types of word parts in forming medical terms.
• Demonstrate construction of medical terms by correctly spelling, pronouncing, defining, and identifying selected terms.
• Identify and apply acceptable medical abbreviations.
• Use knowledge of word parts to define unfamiliar medical terms.