

# OFFICE TECHNOLOGY (106)

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## 106-103 Medical Transcription

**Credits:** 4

This course provides the student with instruction using audio equipment and medically oriented materials. Emphasis is placed on developing the ability to use references to produce accurate, correctly formatted medical reports in an efficient manner, using correct spelling, punctuation, proofreading, and grammar. Medical report style and format are reviewed. The student will produce various medical and surgical reports representative of those typed in hospitals and clinics using a word processing program. Touch keyboarding with an accurate speed level of 40 wpm or more, basic computer, and advanced word processing skills are needed. Students should also have a strong background in grammar, punctuation, medical terminology, and medical document formatting.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (160-105 or 106-105) and (106-118) and (Typing Score, 040)

Complete Course Listing

## 106-105 Medical Editing and the Electronic Medical Record

**Credits:** 3

The emphasis of this course is on the creation and editing of medically oriented documents. The AHDI Book of Style will be used during a module that will include an introduction to transcription. Analysis and summarization of medical records will be covered. Students will edit speech recognition files and learn to take meeting minutes through role playing scenarios.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-120 or 501-101) and (106-127) and (106-185) and (806-194 or 806-177)

Complete Course Listing

## 106-107 Computerized Patient Billing

**Credits:** 3

This course emphasizes computerized patient billing procedures in the medical office environment. The students will input patient information, charges, payments, and appointments. In addition, reports and insurance forms are generated using a microcomputer-billing program. Confidentiality, claims adjudication, HIPAA, and compliance issues will be discussed.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** 106-113

Complete Course Listing

## 106-109 Medical Office Administration

**Credits:** 3

In this capstone class students demonstrate their knowledge of all skills learned in the Medical Administrative Specialist program through simulation, discussion, research, and teamwork. Units of instruction will also include career development and professionalism in the health care setting.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-118) and (106-120 or 501-101) and (806-194 or 806-177 or 806-195)

Complete Course Listing

## 106-110 Legal Office Professionalism

**Credits:** 3

This course is a review of business English including spelling, capitalization, number usage, punctuation, word division, possessives, editing, and proofreading skills. Composition at the computer is also a part of this class. Specific legal office communication examples will be used. The course includes work on job finding skills, also. Resume writing, cover letter writing, and interviewing skills are included. A unit on using mail, the telephone, and e-mail in a legal office will be included as well as units on professional dress and ethics.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** 106 180

Complete Course Listing

## 106-113 Health Insurance

**Credits:** 3

The student will gain knowledge and practical skill development in the health care insurance area. An introduction to insurance including understanding private and governmental providers; specific insurance terminology and their meaning; understanding the role of medical coding; privacy and HIPAA; and effectively using technology and resources for problem solving. The student will also be able to better understand his/her personal insurance coverage and some basic coding will be covered.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (COMPASS Reading Skills, 073 or ACT Reading, 16 or ASSET Reading Skills, 39 or AccuPlacer Reading Comp, 076 or Test Waived-College Degree or 838-104) and (COMPASS Writing Skills, 070 or ACT English, 18 or ASSET Writing Skills, 44 or AccuPlacer Sentence Skills, 083 or Test Waived-College Degree or 831-103 or 801-195 or 801-136)

Complete Course Listing

## 106-114 Healthcare Records Management

**Credits:** 3

This course covers the systematic control of information in each phase of the record life cycle: creation, distribution, use, maintenance, and disposition. Topics will include systems of filing and storage (general and medical specific); organizing, managing, and controlling the system; potential careers; and trends in technology. Ethical/legal issues in the healthcare field will be addressed. Information on the EHR/EMR (electronic health record/electronic medical record) will also be covered. Simulations will provide hands-on experience with major filing classification systems in both paper and computer database (EHR) formats. Touch keyboarding and basic computers skills are necessary for this course.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-127)

Complete Course Listing

**106-116**

**Credits:** 3

This course is intended to teach students to identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Additionally, students will examine how technology and social media impacts customer service, examine the impact of service breakdowns, and examine campaigns for customer loyalty. Students will develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing and prioritizing customer needs. The course will utilize MS Outlook as a business communication tool.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

**106-118 Pharmacology for Medical Administrative Specialist**

**Credits:** 2

Pharmacology for MAS (Medical Administrative Specialists) will provide an introduction to the use of pharmacology terminology and context. Included is information on medication actions, dosage forms, routes of administration, and drug uses. Students will research and create presentations on the pathophysiology of the human body in conjunction with treatments used to combat various diseases and conditions. Emphasis is on the terminology necessary for medical reports used in transcription and coding.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (103-106) and (106-120 or 501-101) and (806-194 or 806-177)

Complete Course Listing

**106-120 Medical Terminology for MAS**

**Credits:** 3

This course provides a combination of the study of medical vocabulary and the application of that vocabulary in an office setting. Students will learn the pronunciation, spelling, definition, and correct usage of medical terms used in a variety of healthcare office applications, with an emphasis on terminology necessary for medical reports used in transcription and coding. Students will also learn how to divide medical words into their component parts: the root word, the suffix, the prefix, and the combining form.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (ASSET Writing Skills, 44 or COMPASS Writing Skills, 070 or ACT English, 18 or AccuPlacer Sentence Skills, 083 or Test Waived-College Degree or 801-195 and (COMPASS Reading Skills, 073 or 801-136) or ACT Reading, 16 or AccuPlacer Reading Comp, 076 or Test Waived-College Degree or 801-195 or 801-136 or 801-196 or 801-198 or 804-133 or 806-110 or 806-112 or 806-118 or 806-134 or 806-139 or 806-154 or 806-177 or 806-186 or 806-194 or 806-199 or 809-103 or 809-166 or 809-172 or 809-188 or 809-195 or 809-143 or 809-196 or 809-198 or 809-199)

Complete Course Listing

**106-124 Supervised Occupational Experience-Medical Office**

**Credits:** 1

In this course, students apply and interview for medical office internship placements. Once selected, the student will apply the knowledge and skills obtained in the classroom to work environment.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-114 or 160-114) and (106-136 or 160-136) and (160-185) and (530-102 or 530-150)

Complete Course Listing

**106-127 Administrative Office Communications**

**Credits:** 3

Students will develop proofreading skills for identifying and correcting punctuation, grammar, spelling, and usage errors. This course also includes editing skills for improving format, consistency, clarity, conciseness, and completeness by incorporating the study of Business English. Activities require applying proofreading and editing skills to realistic business communications in both print and electronic formats. Touch keyboarding and basic word processing skills are helpful.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (COMPASS Reading Skills, 073 or ACT Reading, 16 or ASSET Reading Skills, 39 or AccuPlacer Reading Comp, 076 or Test Waived-College Degree or 838-104) and (COMPASS Writing Skills, 070 or ACT English, 18 or ASSET Writing Skills, 44 or AccuPlacer Sentence Skills, 083 or Test Waived-College Degree or 831-103 or 801-195 or 801-136)

Complete Course Listing

**106-132 Legal Transcription**

**Credits:** 3

Instruction is given on the use of transcription with emphasis on the production of legal transcription. The goal in this class is the production of error free documents with periodic spelling checks. There is added emphasis on the improvement of the use of legal terminology, English, proofreading, and listening skills.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-133) and (106-152)

Complete Course Listing

**106-133 Business Writing and Document Formatting**

**Credits:** 3

Document Formatting further develops keyboarding skills and emphasizes the efficient production of correctly formatted professional business documents. Additionally, the class will focus on applying correct grammar/spelling/punctuation/word usage to business communications and the use of appropriate communication style. The ability to use word processing software is expected at the beginning of the course along with touch keyboarding skill (a minimum of 45 wpm for 5 minutes with 5 or fewer uncorrected errors).

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** 106-146

Complete Course Listing

**106-134 Legal Research and Writing****Credits:** 3

This course covers citing federal and state cases, statutes, legislative history materials, treatises, law reviews, as well as some additional secondary sources. Finding materials from citations is included. The basics of computerized legal research and writing, along with the preparation of legal documents, are stressed.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** 106-152  
Complete Course Listing**106-136 Patient Billing and Reimbursement****Credits:** 4

This course emphasizes computerized patient billing procedures in the health-care environment utilizing practice management software and electronic health records. Reports and insurance forms are generated using microcomputer billing software for physician and hospital billing. The students will input patient information, charges, payments and appointments. Included in patient billing is the understanding of various collection practices, compliance, coding and linkage, and hospital billing. Correct use of telephone skills and being sensitive to confidentiality will be covered. Students will continue to build upon previous medical insurance and patient billing classes by reviewing in depth various medical insurance providers and completing proper documentation for billing.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** (106-113) and (106-120 or 501-101)  
Complete Course Listing**106-138 Introduction to Law and Legal Terminology****Credits:** 3

This course will familiarize students with the fundamental principles and procedures of the legal system and introduce them to legal terminology. The goal of the course is to prepare students with basic legal knowledge to progress to more advanced legal courses.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

**106-139 Records Management for Law Offices****Credits:** 3

This course will familiarize students with the fundamental principles and procedures of managing records in a legal environment. Students will work on their English and proofreading skills with paper and electronic records. Students will be introduced to records management systems related to the office environment.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** (106-138) and (106-181)  
Complete Course Listing**106-140 Keyboarding****Credits:** 1

Students will master the computer keyboard by touch including the letters and numeric keypad. Computer software is used to begin development of acceptable speed and accuracy levels.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

**106-141 Legal Document Processing****Credits:** 3

During the first half of this course, students will learn WordPerfect. During the second half of this course, students will learn how to read, understand, and keyboard legal documents. They will acquire experience in formatting and creating a variety of documents, printed forms, and court papers. Proofreading habits will be refined.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** (106-133) and (106-180 or 106-140)  
Complete Course Listing**106-143 Skillbuilding****Credits:** 1

This course focuses on the development of keyboarding speed and accuracy. Diagnostic computer software allows students to determine their own particular weaknesses and error patterns and then select drills specifically designed to correct those weaknesses. The grading structure in this course is based on individual student speed/accuracy levels upon entering the course. A minimum touch (no finger or key watching) typing speed of 20 wpm/5 min is required for entry into the course. Students who are not touch typists should first enroll in 106-140 Keyboarding.

This course is a requirement for the Administrative Professional, Legal Administrative Professional, and the Medical Administrative Specialist programs. There is no test out available for this course.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** (106-140 or Typing Score, 020)  
Complete Course Listing**106-145 Information Technology Essentials****Credits:** 3

This course provides an introduction to computers and information processing terms, hardware, software, networks, and buying a computer. Major topics also include effective use of a web browser, Microsoft Outlook's electronic mail, calendar, and contacts modules, and the basics of Windows operating system. Touch keyboarding skills are recommended.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

**106-146 Word Processing Applications****Credits:** 3

Students use word processing software to create, format, and edit business documents applying features such as headers/footers, macros, merge, templates, tables, columns, outlines, fonts, and graphics. Software functions, theory and production will be assessed. Students will be prepared to take both the core level and expert level Microsoft Office Specialist certification exams. Touch keyboarding skills of 40 wpm for 5 minutes with 5 or fewer uncorrected errors are required for this course. Basic computer skills are recommended.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** Typing Score, 040  
Complete Course Listing

### 106-151 Legal Office Procedures

**Credits:** 4

This course is designed to cover the practical aspects of law office management, including the functions of management, administrative procedures, docket control, time and billing procedures, and case management. Job-seeking skills will be covered, including the preparation of a resume.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-176)

Complete Course Listing

### 106-152 Legal Document Production 1

**Credits:** 3

This course coordinates with other courses to provide specialized training in the understanding and actual preparation of legal documents. Areas of specialization include civil litigation, real estate, and divorce. Other topics covered include ethics, client interviews and interview forms, and court structure.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-138) and (106-146) and (106-181)

Complete Course Listing

### 106-153 Administrative Office Procedures

**Credits:** 3

This course covers office procedures concepts and practices. Students will develop proofreading skills for identifying and correcting punctuation, grammar, spelling, and usage errors. This course also includes editing skills for improving format, consistency, clarity, conciseness, and completeness. Activities require applying proofreading and editing skills to realistic business communications in both print and electronic formats. In addition, students learn the Association of Records Managers and Administrators (ARMA) filing rules through experience with various filing methods in a practice simulation. Students will also be introduced to file maintenance procedures, supplies, and equipment. Critical-thinking, problem-solving, and job performance skills in a global business environment are also included. Touch keyboarding and basic word processing skills are helpful.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-145 or 106-116)

Complete Course Listing

### 106-154 Legal Document Production 2

**Credits:** 3

Advanced legal procedures intended to provide more in-depth training on the order of events in several fields of law are presented in this course. Attorneys with expertise in each of these areas of law assist in teaching the units. The primary course objective is to provide in-depth procedural information in each area of law.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (106-152)

Complete Course Listing

### 106-155 Publication Design and Production

**Credits:** 3

Utilizing software such as Adobe InDesign, Photoshop, and Illustrator, this course introduces basic design principles related to business publications. Includes examination and use of technology tools most commonly used for publications in a business office. The focus of this course is based on touch keyboarding skills of 40 words per minute or higher in a 5 minute test with 5 or fewer errors and basic computer skills.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

### 106-156 Business Database

**Credits:** 3

This course is designed to teach the basic elements of Microsoft Access. Applications will include the creation of a database; finding, displaying, and deleting records; providing listings and reports; making tables; and managing mailing lists. Students will be prepared to take the Microsoft Office Specialist certification exam. Basic computer skills are expected.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

### 106-158 Supervised Occupational Experience-Administrative Professional

**Credits:** 1

This course consists of 72 hours of practical experience in an office environment. Students will be expected to obtain a job and demonstrate technical and interpersonal skills necessary for office employment. BTC instructors will coordinate management of students in approved positions under the supervision and guidance of cooperating employers. Students will also finalize employment portfolios and other employment related documents.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (101-102) and (106-156) and (106-165) and (106-181) and (106-182) and (106-183)

**Co-requisites:** (106-160)

Complete Course Listing

### 106-159 Business Spreadsheets

**Credits:** 3

Using Microsoft Excel, students will learn the elements of a spreadsheet: worksheet capabilities (create, modify, enhance, save, print, and erase worksheets), graphing capabilities (create graphs, bar charts, and pie charts), and database capabilities (create, sort, and query). Students will be prepared to take both the core level and expert level Microsoft Office Specialist certification exams. Basic computer skills are expected.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

### 106-160 Administrative Office Management

**Credits:** 3

This capstone course focuses on the leadership role for office management and enhances skills necessary to provide organizational and technical support in a contemporary office setting. Topics covered include project management, research, and travel and meeting planning.

**Aid Code:** 10 - Associate Degree.

**Pre-requisites:** (103-106) and (106-116) and (106-181) and (106-183)

Complete Course Listing

**106-165 Business Presentations and Training****Credits:** 2

Microsoft PowerPoint software will be used to create dynamic, professional-looking presentations. Emphasis will be on providing training to administrative staff that will cover analyzing/determining training needs, understanding learning styles, development of resources/curriculum, using presentation/training technologies, and evaluating training success. Students will be prepared to take the Microsoft Office Specialist certification exam. Touch keyboarding and basic word processing skills are necessary.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

**106-176 Legal Office Applications****Credits:** 3

Legal Office Applications is a course designed to provide the student with the foundational skills needed to operate a computer in a law office environment and an introduction of some typical software applications used in a legal office.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** (106-146) and (106-181)

Complete Course Listing

**106-181 Office Professionalism****Credits:** 3

The mission of the course is to empower students to enhance performance through personal self-management. The course, which is built around Tom Rath's "StrengthsFinder," provides an opportunity to develop both personally and professionally in effectively dealing with change. In addition, students will focus on the soft skills of team building and customer service through the use of problem-based video "field-trips". This course will utilize MS Outlook as a business communication tool.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

**106-182 Office Project Management****Credits:** 3

This course will introduce students to Microsoft Office Project and Visio. This project-based course will have students apply basic skills and strategies for making effective business decisions, explore theory and application of project management, develop business acumen, and apply problem solving tools/techniques to business situations through the integration of the software resources presented.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** (106-145 or 106-116)

Complete Course Listing

**106-183 Meeting and Event Planning****Credits:** 3

This course provides knowledge in basic project management skills utilizing meeting and event planning as the primary focus. Topics include conducting the planning activities, managing the finances, promoting the meeting/event, facilitating the on-site needs, analyzing contracts, preparing minutes, and conducting follow-up activities while communicating effectively with all stakeholders. The focus of this course is based on touch keyboarding skills of 40 words per minute or higher in a 5 minute test with 5 or fewer errors and basic computer skills.

**Aid Code:** 10 - Associate Degree.**Co-requisites:** (106-116) and (106-181)

Complete Course Listing

**106-184 Web Technologies Office Management****Credits:** 3

Intended to introduce students to advanced applications used by office professionals, this course provides an introduction to programs such as Adobe Acrobat, Illustrator, and Dreamweaver, Microsoft Publisher, and/or other computer applications used by administrative professionals. Students will apply basic skills and strategies for designing and maintaining a website and/or class intranet while exploring web office processes and procedures.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

**106-185 Medical Document Formatting****Credits:** 3

Students will learn to use word processing software to create, format, and edit medical documents. Course includes the development of proofreading skills for identifying and correcting punctuation, grammar, spelling, and usage errors. Work will also be done to improve speed and accuracy through the use of timed writings.

**Aid Code:** 10 - Associate Degree.**Pre-requisites:** (106-127) and (Typing Score, 030)

Complete Course Listing

**106-186****Credits:** 1

This course is intended to teach students to identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Additionally, students will examine how technology and social media impacts customer service, examine the impact of service breakdowns, and examine campaigns for customer loyalty. Students will develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing and prioritizing customer needs. The course will utilize MS Outlook as a business communication tool.

**Aid Code:** 10 - Associate Degree.

Complete Course Listing

**106-309 Customer Service Essentials**

**Credits:** 1

This course is intended to teach students to identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Additionally, students will examine how technology and social media impacts customer service, examine the impact of service breakdowns, and examine campaigns for customer loyalty. Students will develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing and prioritizing customer needs.

**Aid Code:** 31 - One-year Technical Diploma.

Complete Course Listing

**106-330**

**Credits:** 3

**Aid Code:** 31 - One-year Technical Diploma.

Complete Course Listing

**106-335**

**Credits:** 3

**Aid Code:** 31 - One-year Technical Diploma.

Complete Course Listing

**106-340**

**Credits:** 2

**Aid Code:** 31 - One-year Technical Diploma.

Complete Course Listing

**106-341**

**Credits:** 1

**Aid Code:** 31 - One-year Technical Diploma.

Complete Course Listing

**106-345**

**Credits:** 8

**Aid Code:** 31 - One-year Technical Diploma.

Complete Course Listing

**106-350**

**Credits:** 2

**Aid Code:** 31 - One-year Technical Diploma.

Complete Course Listing

**106-368**

**Credits:** 4

**Aid Code:** 31 - One-year Technical Diploma.

Complete Course Listing