

PATIENT SERVICE SPECIALIST



Local Certificate

Completion of the *Patient Service Specialist* Certificate prepares students to perform medical support duties using specific knowledge of medical terminology, customer service, and technology within a hospital, clinic, or laboratory. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence as well as schedule and confirm patient diagnostic appointments, surgeries, or medical consultations. You may apply these courses towards a Technical Degree in *Medical Assistant* or *Phlebotomy*.

10-501-101 Medical Terminology (3 credits)

10-501-107 Digital Literacy for Healthcare/Intro to Healthcare Computing (2 credits)

10-501-104 Culture of Healthcare (2 credits)

Total credits: 7

This certificate prepares individuals, under the supervision of office managers, nurses, or physicians, to provide customer service, visitor reception, and patient intake and discharge services. Includes instruction in medical office and healthcare facility procedures, medical terminology, interpersonal communication and customer service skills in a healthcare setting, principles of health care operations, use of business technology applications for documentation, record-keeping and using an electronic health record, and patient privacy and confidentiality issues as they relate to healthcare.