

PATIENT SERVICES SPECIALIST



Technical Diploma

30-509-2

This program prepares individuals, under the supervision of office managers, nurses or physicians, to provide customer service, visitor reception, and patient intake and discharge services. The certificate includes instruction in medical office and healthcare facility procedures, medical terminology, interpersonal communication and customer service skills in a healthcare setting, principles of healthcare 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.

Upon successful completion of this program, students will be able to:

- Apply the rules of medical language
- Examine the healthcare community
- Demonstrate professional behavior as a member of the healthcare team
- Demonstrate entry level skills for using the electronic health record
- Protect patient privacy and confidentiality

Completion of the Patient Service Specialist program 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.

Semester 1		Credits
501-101	Medical Terminology	3
501-104	Contemporary Healthcare Practices	2

501-107	Digital Literacy for Health Care	2
Credits		7
Total Credits		7