

**Career-Technical Credit Transfer (CT)²
 Medical Management and Support Career-Technical Assurance Guide (CTAG)
 September 7, 2016**

The following course, indicated by a Career-Technical Articulation Number (CTAN), is eligible for postsecondary credit and transfer among Ohio's public secondary career-technical institutions and state institutions of higher education. The SCTAI alignment document with ODE competencies and postsecondary learning outcomes is available on the ODHE website at <https://www.ohiohighered.org/transfer/ct2/ctags>.

CTMMS001 - Medical Office Procedures	Credits: 3 Semester Hours
<p>Advising Notes: In order to access postsecondary college credit for this CTAN, the student must:</p> <ul style="list-style-type: none"> • Matriculate to an institution of higher education with an approved or comparable program within 3 years of graduating from an approved career-technical education institution. • Successfully complete <u>ODE secondary course Medical Office Management (142015)</u> and earn a qualifying score of 67 or higher on the end-of-course examination. 	<p>Secondary institutions must have pathway approval from the Ohio Department of Education. Certificate of Affirmation assurances are now incorporated into the CTE-26 application process.</p>

The CTAN identifies the learning outcomes that are equivalent or common in introductory technical courses. In order for students to be able to receive credit under these agreements, the career-technical secondary programs and the postsecondary institutions must document that their course content matches the learning outcomes in the CTANs. In accordance with ORC 3333.162, industry standards and certifications provide documentation of student learning. Recognized industry standards are expectations established by business, industry, state agencies, or professional associations that define training program curricular requirements, establishes certification or licensure criteria, and often serves as the basis for program accreditation

Requirements and Credit Conditions:

1. The receiving institution must have a comparable program, major, or courses that have been approved through submission to the Ohio Department of Higher Education (CT)² approval process for the CTAN listed in this document.
2. Credits apply to courses in the specified technical area at Ohio's public institutions of higher education, if the institution offers courses in the specific technical area. In the absence of an equivalent course, and when the institution offers the technical program, the receiving institution will guarantee to grant and apply an equivalent credit value of the Career-Technical Articulation Number (CTAN) toward the technical requirements of the specific degree/certificate program.
3. The applicant must provide proof to the receiving institution that they successfully completed a course that has been approved through the (CT)² approval process and that they earned a qualifying score on the end-of-course examination.
4. A career-technical student seeking credit under the terms of this CTAG must matriculate to an institution of higher education with an approved or comparable program within 3 years of graduating from an approved career-technical education institution.
5. A career-technical student who meets all eligibility criteria will receive the credit hour value for the comparable course(s) as offered at the receiving state institution of higher education.
6. The admission requirements of individual institutions and/or programs are unaffected by the implementation of (CT)² outcomes.
7. The transfer of credit, through this CTAG, will not exempt a student from the residency requirements at the receiving institution.

General Course Description: This course emphasizes the administrative duties in the health care setting. Students will learn reception procedures, appointment scheduling, filing systems and patient medical records management, communications, basics of written correspondence, medical ethics, and law, HIPAA, and will be introduced to financial administration and office management. Students will also examine their own personal and professional ethics.

Credits: 3 Semester Hours

Learning Outcomes:

1. * Demonstrate the communication skills and professionalism needed to effectively perform front desk and telephone duties in a medical office
2. * Develop effective verbal and written communication techniques appropriate for diverse environments
3. * Apply active listening skills, and analyze communications to provide appropriate responses/feedback
4. * Demonstrate empathy in communicating with patients and their families, and use language/verbal skills that enable patients' understanding
5. * Demonstrate respect for diversity in approaching patients and families
6. * Describe appointment management systems
7. * Demonstrate the use of an electronic appointment management system using established office policies and protocols
8. * Describe, identify, and explain the foundations of the U.S. law as it relates to business practices within a medical facility
9. * Demonstrate understanding of HIPAA rules in regard to confidentiality, privacy, and release of patient information
10. * Perform basic accounts receivable procedures to demonstrate familiarity with billing methods, insurance claims processing, preparing bank deposits, and account reconciliation
11. * Examine the impact that personal ethics and morals may have within a medical facility
12. * Illustrate the importance of the separation of personal beliefs systems and professional ethics in the performance of duties in a medical facility

****Asterisk Indicates Essential Learning Outcomes***

**Medical Management and Support Panel Participants
Spring 2015**

Cheryl Reindl Johnson	Sinclair Community College	SCTAI Lead Panel Expert
Carolyn Jackson	Edison State Community College	SCTAI Panel Expert
Crystal Jones	Clark State Community College	SCTAI Panel Expert
Karen Lankisch	University of Cincinnati	SCTAI Panel Expert
Colleen Meyer	Cincinnati State Technical and Community College	SCTAI Panel Expert
Teri Pratt	Owens Community College	SCTAI Panel Expert
Lisa Shuey	Terra State Community College	SCTAI Panel Expert
Allison White	Ohio University	SCTAI Panel Expert
Pam Ball	Clark State Community College	Item Writer
Nancy Cooper	Edison State Community College	Item Writer
Karen Crummie	Shawnee State University	Item Writer
Cheryl Reindl Johnson	Sinclair Community College	Item Writer
Amy Wilson	Zane State College	Item Writer
Cyndi Brill	Ohio Department of Education	Program Specialist
Dee Sturgill	Ohio Department of Education	Program Specialist
Jamilah Tucker	Ohio Department of Higher Education	Director of Career-Technical Transfer Initiatives
Misty McKee	Ohio Department of Higher Education	Assistant Director, SCTAI
Anne Skuce	Ohio Department of Higher Education	Senior Associate Director, SCTAI
Jessi Spencer	Ohio Department of Higher Education	Administrative Coordinator of SCTAI