Pursue a career in one of North Carolina’s 10 fastest growing occupations! The skills and abilities that are learned in this program will prepare you for a medical office administration career. Salaries for many entry-level positions can be in the range of $30,000 annually. A majority of positions will offer full-time opportunities and benefit packages. The Medical Office Administration degree can be earned online, on-campus (Hybrid), or in a combination method. Medical Office Administration skills are portable. The skills you learn here can be used in any medical environment!

**Certificate Programs**

**Medical Administrative Specialist**
The Medical Administrative Specialist certificate prepares individuals for basic skills necessary for entry-level employment, such as keyboarding, medical terminology, and medical office software applications.

**Medical Insurance Specialist**
The Medical Insurance Specialist certificate is designed to provide individuals with the basic knowledge and skills necessary for entry-level employment to complete basic medical billing and medical coding tasks such as insurance verification, claim form completion and filing, and procedure and diagnostic code selection.

**Healthcare Administration**
The Healthcare Administration certificate provides individuals with the knowledge and skills necessary for employment, such as advanced medical office procedures, basic accounting with Quickbooks, and healthcare ethics. Individuals with no experience are prepared for entry-level employment. Individuals with prior healthcare experience are prepared for advancement and/or promotion.

**Career Opportunities**
- Medical Secretary
- Medical Billing Specialist
- Health Unit Coordinator
- Medical Office Receptionist

Keita Kornegay, Medical Office Administration Instructor
252-246-1291 • kkornegay@wilsoncc.edu
MEDICAL OFFICE ADMINISTRATION DEGREE – MEDICAL BILLING AND CODING  
(A25310A)

The Medical Office Administration curriculum prepares individuals for employment as medical administrative personnel in the areas of medical office, medical billing and coding, dental office, patient services, and medical documents. 

Course work includes medical terminology, computer applications, medical office management, medical coding, medical insurance and billing, medical legal and ethical issues, oral and written communication, and other topics depending on the subject area selected within this curriculum. 

Graduates should qualify for employment opportunities in a variety of medical office positions in medical and dental offices, hospitals, insurance companies, laboratories, medical supply companies, and other healthcare related organizations. Upon graduation, students may be eligible to sit for industry recognized certification exams.

**COURSE & HOUR REQUIREMENTS**

<table>
<thead>
<tr>
<th>Course Number &amp; Name</th>
<th>Class</th>
<th>Lab</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FALL SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACA 111 College Student Success</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>CIS 110 Introduction to Computers</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 131 Keyboarding</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>OST 141 Med Office Terms I</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 146 Med Ins and Billing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>10</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td><strong>SPRING SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*ENG 111 Writing &amp; Inquiry</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 136 Word Processing</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 142 Med Office Terms II</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 247 Procedure Coding</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 248 Diagnostic Coding</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>12</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td><strong>SUMMER SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OST 149 Medical Legal Issues</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 164 Office Editing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 280 Electronic Health Records</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>*PSY 150 General Psychology</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>11</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td><strong>FALL SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*ENG 114 Prof. Res. &amp; Reporting</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>*MAT 143 Quantitative Literacy</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 161 Medical Office Procedures</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 264 Medical Auditing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Major Elective</strong></td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td><strong>SPRING SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACC 120 Principles of Financial Accounting</td>
<td>3</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>*HUM 115 Critical Thinking</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 249 Med Coding Certification Prep</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>WBL 110 World of Work</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>Major Elective</strong></td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>12</td>
<td>5</td>
<td>14</td>
</tr>
</tbody>
</table>

**TOTAL SEMESTER CREDIT HOURS FOR DEGREE** | 68 |

**MAJOR ELECTIVES** Choose six (6) hours from the following:

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Class</th>
<th>Lab</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS 260 Business Communication</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 137 Office Applications I</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 263 Healthcare Customer Relations</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>WBL 111 Work-Based Learning I</td>
<td>0</td>
<td>10</td>
<td>1</td>
</tr>
</tbody>
</table>

*This course is a component of the general education requirements needed for graduation. 

**NOTE:** Students are required to take ACA 111 in their first semester. 

**NOTE:** Courses previously completed in this program may be subject to review for readmitted students to ensure current proficiency based on changing technology needs and industry standards. The Curriculum Dean and program instructor(s) will determine if courses need to be repeated.
The Medical Office Administration curriculum prepares individuals for employment as medical administrative personnel in the areas of medical office, medical billing and coding, dental office, patient services, and medical documents.

Course work includes medical terminology, computer applications, medical office management, medical coding, medical insurance and billing, medical legal and ethical issues, oral and written communication, and other topics depending on the subject area selected within this curriculum.

Graduates should qualify for employment opportunities in a variety of medical office positions in medical and dental offices, hospitals, insurance companies, laboratories, medical supply companies, and other healthcare related organizations. Upon graduation, students may be eligible to sit for industry recognized certification exams.

**COURSE & HOUR REQUIREMENTS**

<table>
<thead>
<tr>
<th>Course Number &amp; Name</th>
<th>Class Hours</th>
<th>Lab Hours</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FALL SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACA 111 College Student Success</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>CIS 110 Introduction to Computers</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 131 Keyboarding</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>OST 141 Med Office Terms I</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 148 Med Ins and Billing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>10</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td><strong>SPRING SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*ENG 111 Writing &amp; Inquiry</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 136 Word Processing</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 142 Med Office Terms II</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 247 Procedure Coding</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 248 Diagnostic Coding</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>12</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td><strong>SUMMER SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OST 122 Office Computations</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 149 Medical Legal Issues</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 164 Office Editing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>*PSY 150 General Psychology</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>11</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td><strong>FALL SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BUS 260 Business Communication</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>*ENG 114 Prof. Res. &amp; Reporting</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>*HUM 115 Critical Thinking</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>*MAT 143 Quantitative Literacy</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 161 Medical Office Procedures</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td><strong>SPRING SEMESTER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACC 120 Principles of Financial Accounting</td>
<td>3</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>BUS 151 People Skills</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 263 Healthcare Customer Relations</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>WBL 110 World of Work</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>Major Elective</strong></td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13</td>
<td>2</td>
<td>14</td>
</tr>
</tbody>
</table>

**TOTAL SEMESTER CREDIT HOURS FOR DEGREE**

| **68** |

**MAJOR ELECTIVES** Choose three (3) hours from the following:

<table>
<thead>
<tr>
<th>Course Number &amp; Name</th>
<th>Class Hours</th>
<th>Lab Hours</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>OST 137 Office Applications I</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 249 Medical Coding Certification Prep</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>OST 264 Medical Auditing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 280 Electronic Health Records</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 284 Emerging Technologies</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>WBL 111 Work-Based Learning I</td>
<td>0</td>
<td>10</td>
<td>1</td>
</tr>
</tbody>
</table>

*This course is a component of the general education requirements needed for graduation.

**NOTE:** Courses previously completed in this program may be subject to review for readmitted students to ensure current proficiency based on changing technology needs and industry standards. The Curriculum Dean and program instructor(s) will determine if courses need to be repeated.
MEDICAL ADMINISTRATIVE SPECIALIST CERTIFICATE (C25310A)
The Medical Administrative Specialist certificate prepares individuals for basic skills necessary for entry-level employment, such as keyboarding, medical terminology, and medical office software applications.

COURSE & HOUR REQUIREMENTS

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Class Hours</th>
<th>Lab Hours</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIS 110 Introduction to Computers</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 141 Med Office Terms I</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 142 Med Office Terms II</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 148 Med Ins and Billing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 149 Medical Legal Issues</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 161 Medical Office Procedures</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL SEMESTER CREDIT HOURS FOR CERTIFICATE</strong></td>
<td>16</td>
<td>4</td>
<td>18</td>
</tr>
</tbody>
</table>

NOTE: This certificate can be completed in 3 semesters (one year).

MEDICAL INSURANCE SPECIALIST CERTIFICATE (C25310B)
The Medical Insurance Specialist certificate is designed to provide individuals with the basic knowledge and skills necessary for entry-level employment to complete basic medical billing and medical coding tasks such as insurance verification, claim form completion and filing, and procedure and diagnostic code selection.

COURSE & HOUR REQUIREMENTS

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Class Hours</th>
<th>Lab Hours</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>OST 141 Med Office Terms I</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 148 Med Ins and Billing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 142 Med Office Terms II</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 247 Procedural Coding</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 248 Diagnostic Coding</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>OST 149 Medical Legal Issues</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL SEMESTER CREDIT HOURS FOR CERTIFICATE</strong></td>
<td>16</td>
<td>4</td>
<td>18</td>
</tr>
</tbody>
</table>

NOTE: This certificate can be completed in 3 semesters (one year).

HEALTHCARE ADMINISTRATION CERTIFICATE (C25310D)
The Healthcare Administration certificate provides individuals with the knowledge and skills necessary for employment, such as advanced medical office procedures, basic accounting with QuickBooks, and healthcare ethics. Individuals with no experience are prepared for entry-level employment. Individuals with prior healthcare experience are prepared for advancement and/or promotion.

COURSE & HOUR REQUIREMENTS

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Class Hours</th>
<th>Lab Hours</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>OST 148 Medical Ins and Billing</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 161 Medical Office Procedures</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>ACC 120 Principles of Financial Accounting</td>
<td>3</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>OST 263 Healthcare Customer Relations</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>OST 149 Medical Legal Issues</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL SEMESTER CREDIT HOURS FOR CERTIFICATE</strong></td>
<td>14</td>
<td>4</td>
<td>16</td>
</tr>
</tbody>
</table>

NOTE: This certificate can be completed in 3 semesters (one year).