

MEDICAL OFFICE: CUSTOMER SERVICE REPRESENTATIVE - CERTIFICATE

Overview

See Department website and program contacts here (<https://www.mhcc.edu/education-options/degrees-certificates/medical-office/customer-service-representative/index/>)

The **Medical Office Customer Service Representative certificate** is designed for students seeking entry-level careers in healthcare reception, patient services, and office support. The curriculum introduces foundational customer service and healthcare administrative skills used in medical office environments.

Coursework includes topics such as **patient intake and discharge procedures, communication skills, record keeping, data entry, multicultural and diversity awareness, and healthcare workplace procedures**. Students develop practical administrative and interpersonal skills used to support patients and healthcare office operations.

The Medical Office Customer Service Representative program is workforce-focused and prepares students for entry-level employment in medical offices, clinics, hospitals, and related healthcare environments.

Students completing the certificate may return later to continue into a Medical Receptionist certificate or related Medical Office (AAS) degree program.

Students are encouraged to work with an advisor (<https://www.mhcc.edu/student-resources/academic-advising/>) to ensure appropriate course selection and program planning based on their educational background and career goals.

Refer to the tabs above for additional information about:

- **Education Plan** – provides a sample term-by-term sequence of courses
- **Career Info** – includes information on potential occupations, employment trends, and earnings

Program Learning Objectives

At the completion of this program, students should be able to:

- Discuss the knowledge and skills required of a medical customer service representative
- Discuss verbal and nonverbal communication, including gender differences, cultural awareness and sensitivity, and the elements of speaking and listening
- Demonstrate good customer service techniques
- Discuss and use medical terminology
- Demonstrate basic proficiency on the computer
- Discuss the basic elements of ICD-10-CM coding
- Differentiate the roles of the health care team, elements of successful leadership and problem-solving strategies

Education Plan

This sample Education Plan illustrates one possible course sequence. Students should consult an advisor (<https://www.mhcc.edu/student-resources/academic-advising/>) to create a personalized plan.

This program is not financial aid eligible. However, the related degree program, Medical Office Specialist AAS, is aid eligible.

Note: A minimum grade of "C" is required in all courses.

First Quarter

Winter		Credits
M0110	Foundational Principles for the Medical Office Team	3
M0116	Medical Office Procedures	4
BT123A	Keyboarding Skill Development	3
Credits		10

Second Quarter

Spring		Credits
M0117	Hospital Administrative Procedures	3
M0214	Building a Professional Portfolio	1
M0136	Healthcare Documentation	3
Credits		7
Total Credits		17

Career Information

Explore potential careers related to this program, including typical job roles, employment trends, and projected growth. This information can help you better understand how your education may align with future career opportunities.