

College of DuPage

Health Care Office Assistant Certificate Program



College of DuPage offers this short-term certificate to prepare you for a rewarding entry-level position in a health care setting. All credits earned for this certificate transfer to the Medical Assistant Certificate or A.A.S. degree.

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Health Care Office Assistant Certificate Program

The Health Care Office Assistant Certificate prepares students for the roles and responsibilities of the administrative office in health care settings. The program requires five courses, which can be completed in one or two semesters. Most coursework can be completed online, and all credits are transferable to the Medical Assistant certificate or degree program.

Responsibilities of a Health Care Office Assistant include scheduling appointments, updating medical records, familiarity with medical terminology, health insurance and medical billing essentials, and adherence to legal and ethical responsibilities of a health care setting.

Job Settings

Students completing this certificate may be employed in offices and admission areas in a variety of health care settings, such as doctor's offices, clinics and hospitals. According to Career Coach, the median salary for medical office assistants is \$37,918.

Policies and Procedures

All Nursing and Health Science Division policies and procedures are found on our [Division website](#). It is the students' responsibility to ensure they have reviewed and understand the policies and procedures. The Nursing and Health Science Division reserves the right to change, at any time, without notice, these policies and procedures.

Students in the Health Care Office Assistant program must earn a 'C' or better in all courses in order to remain in the program.

Grading Policy (Effective Fall 2023)

Levels of student proficiency are determined by demonstrated competency in the lab and by written examinations and/or assignments in the classroom. Students are required to demonstrate knowledge of safe performance of all HCOA skills/competencies. Students must demonstrate competency of required skills (three tries to get 100% accuracy) to successfully complete the HCOA certificate.

Students are given three tries to pass every competency (at 100%). If a student cannot pass a competency after three tries, the student must repeat the class. Students can only repeat a class once. If the student repeats a class and still cannot pass all competencies in that class after three tries, the student will fail the class and be dismissed from the HCOA certificate program.

Students who fail a class, only because they could not pass a competency after three tries, will get an automatic "D" as a grade in that class. They have failed that class and the entire course will have to be repeated.

It is the student's responsibility to ask for extra help if they are struggling with a skill/competency.

This grading policy covers all administrative competencies. Administrative competencies are taken from or are the same as the administrative competencies in the medical assisting program.

Estimate of Program Cost

Please visit the [Program Costs](#) webpage for estimated cost.

Course Requirements

Courses below can be completed in two semesters or less.

CIS 1110 <i>(or higher)</i>	Introduction to Informatics	2 credit hours
OR		
OFTI 1200	MS Office for Professional Staff	2 credit hours
HLTHS 1110	Biomedical Terminology	3 credit hours
MASST 1131	Administrative Procedures for the Health Care Office	2 credit hours
MASST 1133	Practice Finance for Medical Assistants	3 credit hours
MASST 2211	Legal and Ethical Aspects of Health Care	3 credit hours
Total credits for certificate		13 credit hours

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Part-time Sample Schedule

Effective date Fall 2023

<i>1st Semester *</i>		
Biomedical Terminology	HLTHS 1110	3 credit hours
Computer Information Systems	CIS 1110 <i>(or higher)</i> OR OFTI 1200	2 credit hours
<i>2nd Semester</i>		
Administrative Procedures	MASST 1131	2 credit hours
Practice Finance	MASST 1133	3 credit hours
Legal and Ethical Aspects	MASST 2211	3 credit hours

Total Hours 13 credit hours

We recommend that you complete HLTHS 1110 & CIS 1110 (or higher) **OR OFTI 1200 prior to registering for any MASST courses. If you intend on or have the desire to take additional courses during your 1st semester, please contact Program Chair, Julie Rose at rosej82@cod.edu.*

REGISTRATION REQUIREMENTS

The following are REGISTRATION REQUIREMENTS for the Health Care Office Assistant program.

- If you have not been admitted to College of DuPage, please complete the **non-refundable** \$20 [College of DuPage General Admissions Application online](#). **This application is for general admissions to College of DuPage only.**
 - * If you are an F-1 International Student, you must receive prior approval from the International Student Advisor in the [International Student Admissions Office](#), SSC 2225 prior to registration.
- Schedule a **mandatory** individual Information Session with Program Chair, Julie Rose at rosej82@cod.edu.
- We recommend that you complete HLTHS 1110 & CIS 1110 (or higher) **OR** OFTI 1200 prior to registering for any MASST courses. If you intend on or have the desire to take additional courses during your 1st semester, please contact Program Chair, Julie Rose at rosej82@cod.edu.
- When you are ready to register for the first course in the Health Care Office Assistant Program (MASST 1131) please e-mail Colleen Gonzalez, Program Support and Admissions Specialist, at prolac@cod.edu for permission. Final permission will be given by Program Chair, Julie Rose.