

PROGRAM INFORMATION

Program Name	Class Code	Clock Hours	Weeks	Program Tuition
Medical Clerk	MC30, MCH	720	24	\$11,486

Program Objectives

This program prepares students to perform the duties and responsibilities required by entry-level positions in a medical office setting, such as medical records clerk, out-patient admitting clerk, hospital admitting clerk, unit clerk, or medical voucher clerk. Students will learn about allied health care, health care communication skills, and the basic principles of health care. Students will also gain exposure on how to utilize medical records systems, as well as receptionist and clerical procedures needed in a medical office environment. Students will also study computer literacy for health care and computerized accounting and information management systems. Additionally, students will demonstrate proficiency in customer service, the use of the internet, and job search skills.

This program is offered as a Traditional on-campus program and as a Hybrid program. The Traditional program is in the classroom and requires students to attend on-campus classes Monday through Friday. The Hybrid program requires students to attend on-campus classes ONLY three days a week and ongoing online/blended instruction. Students enrolled in the Hybrid program will have 24-hour access to the online Canvas Learning Management System (LMS), with 24-hour technical support. Students in the Hybrid program must meet the attendance criteria outlined for off-campus schedule.

Methods of Instruction

This program will be taught in a blended learning environment. It includes a combination of lectures, hands-on classroom/shop/lab projects, small group, individual projects, and online assignments.

Methods of Evaluation

Students will be evaluated using a variety of traditional methods including, but not limited to, performance evaluations. CET does not allow the use of notes, open book, open computer/laptop, and cell phones while testing, unless otherwise authorized by the CET Education Department following industry standards.

Scoring Criteria

Students will be required to pass each competency evaluation with a minimum passing score of 70%.

Graduation Requirements

To be eligible for a Graduation Certificate students must complete 100% of the actual program hours and must complete all program competencies within 100% and 150% of the scheduled program hours.

Program Competencies		Hours
1.	Introduction to Allied Health Care	55
2.	Health Care Communication & Interpersonal Skills	70
3.	Basic Principles of Health Care	105
4.	Medical Records Systems: Perform Medical Filing	105
5.	Computer Literacy for Health Care Professionals	105
6.	Receptionist/Clerical Procedures	125
7.	Computerized Accounting/Information Management System	125
8.	Job Preparedness	20
9.	Customer Service Skills	10
Total Hours of Instruction		720

Because instruction is personalized, competency completion time may vary among students.

Instructional Equipment

Students will have access to the following equipment for training on a daily basis: computer systems running Windows 7 and MS Office 2016, a Sony Bravia Television, Toshiba DVD/VCR, and a multimedia projector. Students enrolled in the Hybrid program will require a computer, laptop, tablet, etc., with internet access.

Instructional Materials and Uniforms

The cost of required program books is included in the tuition. In some programs, students may receive two uniform items through utilization of bulk purchasing practices, non-profit ricing opportunities, and the customization of and protective equipment. Students may purchase additional uniform items.

Through utilization of bulk purchasing practices, non-profit ricing opportunities, and the customization of textbooks, CET is able to provide books to students at below competitive market rates.

Prices are subject to change without notice.

Note: Students who receive federal financial aid may have the right to opt out of having CET provide books and uniforms, and choose to purchase these items on their own. This cost will be deducted from the published program tuition; students opting out must do so at enrollment or prior to the end of the 10-day cancellation period.

Students may not opt out of purchasing books that have been customized for CET training programs. Students will be required to sign a statement of receipt for issued items. For more information, see page 18 of the Student Catalog.

Program Schedule

Traditional: M – F, 8:00am – 3:00pm

Hybrid: On Campus M – W 6 pm/day. Start by 10am
Off Campus – Canvas LMS available 24 hours

Medical Clerk – (continued)

Criteria for Earning Attendance for Off-Campus Participation in Medical Clerk - Hybrid

1. Students must meet the minimum number of four satisfactory posts (one initial post and three replies) on different days, Tuesday through Sunday. **All posts must be completed by Sunday at 11:59pm.**
2. For each discussion board, students will first create their **initial post**, responding to the instructor's discussion question.
3. Students will create **three replies** to a peer, **posting no more than twice per day**. Do not create all four posts on one day; students should visit the discussion board throughout the week to receive full credit.
 - a. For example, if the initial post and one reply was created on Tuesday, the student should return later in the week to create two more replies.
4. Posts made during in-class time **will not be counted**.

Guidelines for a Satisfactory Post

1. Student must address all parts of the questions in the response.
2. Responses must be original and advance class discussion and ongoing dialogue with peers and instructor. The post may include asking additional, relevant questions about the week's discussion question topic.
3. Each response must meet a minimum of 150-word count.
4. Responses must reference lesson material, personal observation, experience, real-world examples, current events, or cite outside source using parenthetical citations at the end of each post.
5. All responses must be written in simple, clear, fluent, English prose with minimal grammatical or punctuation errors.
6. All responses must be written in a professional and supportive manner, and with a respectful tone. Healthy debates are encouraged; however, personal attacks will not be tolerated.

Additional information will be provided by the Instructor and on the Program Syllabus.

Enrollment/Cancellation Period

A student has the right to cancel and obtain a refund of charges paid through attendance at the first class sessions, or the 10th day after enrollment, whichever is later. Students will not be eligible to receive access codes to e-books until the 11th business day.

During the first 10 days of class, students will use the classroom set of books to complete work assignments; students may also complete any assignments in Canvas that do not require an access code to e-books.