

Florida Department of Education  
Curriculum Framework

**Program Title:** Medical Administrative Specialist  
**Program Type:** Career Preparatory  
**Career Cluster:** Business Management and Administration

Career Certificate Program	
Program Number	B070300
CIP Number	0551071603
Grade Level	30, 31
Standard Length	1050 hours
Teacher Certification	Refer to the <b><u>Program Structure</u></b> section.
CTSO	Phi Beta Lambda BPA
SOC Codes	15-1151 – Computer User Support Specialists 43-4171 – Receptionists and Information Clerks 43-6013 – Medical Secretaries
CTE Program Resources	<a href="http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml">http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml</a>
Basic Skills Level	Mathematics: 10 Language: 10 Reading: 10

**Purpose**

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Medical Office Technologist, and Medical Administrative Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communication skills, higher level thinking skills, and decision making skills; medical terminology; the performance of office procedures specific to the medical environment; transcription of medical documents from machine dictation; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

**Additional Information** relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

**Program Structure**

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length	SOC Code
A	OTA0040	Information Technology Assistant	<a href="#">OTA0040 Teacher Certifications</a>	150 hours	15-1151
B	OTA0041	Front Desk Specialist	ADMIN ASST 7 G BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	300 hours	43-4171
C	OTA0631	Medical Office Technologist	ADMIN ASST 7 G BUS ED 1 @2 CLERICAL @7 7 G SECRETAR 7 G MANAG SUPV 7 G	300 hours	43-6013
D	OTA0651	Medical Administrative Specialist	TC COOP ED @7 VOE @7 LAB TECH @7 G MED ASST @7 G PRAC NURSE @7 G REG NURSE 7G	300 hours	

## **Common Career Technical Core – Career Ready Practices**

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

## Standards

**Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 14.0 are associated with this course.**

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Develop an awareness of microprocessors and digital computers.
- 03.0 Demonstrate an understanding of operating systems.
- 04.0 Use technology to enhance the effectiveness of communication skills utilizing word processing applications.
- 05.0 Use technology to enhance communication skills utilizing presentation applications.
- 06.0 Use technology to enhance the effectiveness of communication utilizing spreadsheet and database applications.
- 07.0 Use technology to enhance communication skills utilizing electronic mail.
- 08.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
- 09.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 10.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
- 11.0 Demonstrate competence in page design applicable to the WWW.
- 12.0 Develop an awareness of emerging technologies.
- 13.0 Develop awareness of computer languages and software applications.
- 14.0 Demonstrate comprehension and communication skills.
- 15.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 16.0 Demonstrate language arts knowledge and skills.
- 17.0 Apply oral and written communication skills in creating, expressing and interpreting information and ideas.
- 18.0 Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas.
- 19.0 Practice quality performance incorporating customer service strategies in the learning environment and the workplace.
- 20.0 Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.
- 21.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
- 22.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 23.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 24.0 Describe the importance of professional ethics and legal responsibilities.
- 25.0 Participate in simulated work-based learning experiences.
- 26.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 27.0 Participate in simulated work-based learning experiences in a medical office environment.
- 28.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 29.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.

- 30.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 31.0 Use technology to increase medical office support productivity and enhance workplace performance.
- 32.0 Participate in simulated work-based learning experiences.
- 33.0 Use technology to increase medical office support productivity and enhance workplace performance.
- 34.0 Demonstrate employability skills.
- 35.0 Explain the importance of employability skill and entrepreneurial skills.
- 36.0 Demonstrate business management skills.
- 37.0 Demonstrate positive human relations and leadership skills in the workplace.
- 38.0 Describe the importance of professional ethics and legal responsibilities.
- 39.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 40.0 Demonstrate personal money-management concepts, procedures, and strategies.

Florida Department of Education  
Student Performance Standards

Program Title: Medical Administrative Specialist  
Career Certificate Program Number: B070300

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1151**

Information Technology Assistant (OTA0040) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 14.0) have been placed in a separate document. To access this document, visit: [Information Technology Assistant \(OTA0040\)](#) - (RTF)

**Course Number: OTA0041**  
**Occupational Completion Point: B**  
**Front Desk Specialist – 300 Hours – SOC Code 43-1011**

15.0	Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance in order to apply ergonomic principles applicable to the configuration of computer workstations. The student will be able to:
15.01	Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data).
15.02	Use communications and networking to perform tasks and solve problems in business environments.
15.03	Apply knowledge of ergonomic principles to the configuration of computer workstations in order to enhance workplace performance.
16.0	Demonstrate language arts knowledge and skills. The student will be able to:
16.01	Locate, comprehend and evaluate key elements of oral and written information.
16.02	Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary.
16.03	Present information formally and informally for specific purposes and audiences.
17.0	Apply professional oral and written communication skills in in a courteous, concise, and correct manner. The student will be able to:
17.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
17.02	Locate, organize and reference written information from various sources.
17.03	Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
17.04	Apply active listening skills to obtain and clarify information.
17.05	Exhibit public relations skills that aid in achieving customer satisfaction.
17.06	Integrate all forms of communication.
17.07	Discuss the need to use professional demeanor in business communications.
18.0	Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas. The student will be able to:
18.01	Employ critical thinking skills independently and in teams to solve problems and make decisions.
18.02	Employ critical thinking and interpersonal skills to resolve conflicts.
18.03	Identify and document workplace performance goals and monitor progress toward those goals.
18.04	Conduct technical research to gather information necessary for decision-making.
18.05	Interpret verbal and nonverbal cues/behaviors that enhance communication.

18.06	Develop and interpret tables and charts.
19.0	Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to:
19.01	Discuss performance evaluation methods and instruments used to assess employee progress and performance.
19.02	Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service.
19.03	Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
20.0	Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to:
20.01	Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace.
20.02	Identify the main causes of accidents in the office and preventive measures.
20.03	Discuss the responsibilities organizations have to their employees.
21.0	Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:
21.01	Plan ethical, political strategies to achieve goals and advance careers.
21.02	Discuss the role of and understand how to use professional networking resources, including web-based resources.
22.0	Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to:
22.01	Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team.
22.02	Develop initiative and problem-solving skills to effectively deal with conflict resolution.
23.0	Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
23.01	Apply the use of information management tools to develop and coordinate distribution of work.
23.02	Maintain equipment and supplies.
23.03	Perform financial functions.
23.04	Have knowledge of transcription and how to prepare documents using machine dictation.
23.05	Perform specialized records management functions.
23.06	Determine the most efficient method of sending business documents and materials.
24.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:

24.01	Identify the importance of making decisions that are based on ethical reasoning.
24.02	Identify and discuss personal and long term consequences of unethical choices in the workplace.
25.0	Participate in simulated work-based learning experiences. The student will be able to:
25.01	Participate in simulated work-based learning experiences in the administrative field.
25.02	Discuss the use of technology in the administrative field.
25.03	Compare and contrast the software applications used in the administrative field.
25.04	Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

**Course Number: OTA0631**  
**Occupational Completion Point: C**  
**Medical Office Technologist – 300 Hours – SOC Code 43-6013**

26.0	Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
26.01	Perform medical administrative office tasks including insurance verification, billing and collections, scheduling and processing referrals.
26.02	Prepare medical documents.
26.03	Utilize medical references.
26.04	Discuss and simulate legal and ethical procedures in the medical office.
26.05	Recognize usage of specialized medical software.
26.06	Proofread to include mechanics, content, and specialized medical formats.
26.07	Perform specialized records management functions specific to the medical field.
26.08	Use medical terminology.
26.09	Identify key standards for privacy and security of health information as mandated in Health Insurance Portability and Accountability Act (HIPAA).
26.10	Demonstrate the ability to accurately transcribe and format medical records.
26.11	Discuss how to use encryption to support patient confidentiality when sending communication.
27.0	Participate in simulated work-based learning experiences in a medical office environment. The student will be able to:
27.01	Participate in simulated work-based learning experiences in a medical office environment.
27.02	Discuss the use of technology in a medical office environment.
27.03	Discuss the management/supervisory skills needed in a medical office environment.
28.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
28.01	Describe the nature and types of business organizations.
28.02	Explain the effect of key organizational systems on performance and quality.
28.03	List and describe quality control systems and/or practices common to the workplace.
29.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:

29.01 Employ leaderships qualities that seek to contribute to the organization's direction.

29.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks.

29.03 Employ mentoring skills to inspire and teach others.

**Course Number: OTA0651**  
**Occupational Completion Point: D**  
**Medical Administrative Specialist – 300 Hours – SOC Code 43-6013**

30.0	Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
30.01	Simulate professional communication skills in situations with patients and medical contacts.
30.02	Use medical terminology.
30.03	Demonstrate knowledge of medical emergency management procedures.
30.04	Demonstrate an understanding of insurance fraud and abuse.
30.05	Communicate with health organizations to process referrals and verify patient coverage adhering to HIPAA requirements.
30.06	Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices.
30.07	Identify and discuss various State Insurance Licenses offered covering physicians' offices.
30.08	Participate in simulated work-based learning experiences in a medical office environment.
30.09	Discuss the use of technology in a medical office environment.
31.0	Use technology to increase medical office support productivity and enhance workplace performance. The student will be able to:
31.01	Demonstrate the ability to accurately transcribe and format medical records.
31.02	Discuss how to use encryption to support patient confidentiality when sending communication.
31.03	Demonstrate the ability to use integrated application software.
32.0	Participate in simulated work-based learning experiences. The student will be able to:
32.01	Participate in simulated work-based learning experiences in a medical office environment.
32.02	Discuss the use of specialized medical office equipment.
32.03	Discuss the management/supervisory skills needed in a medical office environment.
33.0	Use technology to increase medical office support productivity and enhance workplace performance. The student will be able to:
33.01	Perform specialized administrative office tasks including insurance verification, billing and collections, scheduling and processing referrals.
33.02	Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.

33.03	Demonstrate the ability to use integrated application software.
34.0	Demonstrate employability skills. The student will be able to:
34.01	Demonstrate successful interview techniques.
34.02	Maintain and update a career portfolio.
34.03	Define terms related to medical office careers.
34.04	Apply for positions with a letter of application and resume.
35.0	Explain the importance of employability skills and entrepreneurial skills. The student will be able to:
35.01	Identify and demonstrate positive work behaviors needed to be employable.
35.02	Develop personal career plan that includes goals, objectives, and strategies.
35.03	Examine licensing, certification, and industry credentialing requirements.
35.04	Maintain a career portfolio to document knowledge, skills, and experience.
35.05	Evaluate and compare employment opportunities that match career goals.
35.06	Identify and exhibit traits for retaining employment.
35.07	Identify opportunities and research requirements for career advancement.
35.08	Research the benefits of ongoing professional development.
35.09	Examine and describe entrepreneurship opportunities as a career planning.
36.0	Demonstrate business management skills. The student will be able to:
36.01	Describe the relationships between levels of management and how the levels of management work together.
37.0	Demonstrate positive human relations and leadership skills in the workplace. The student will be able to:
37.01	Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
37.02	Demonstrate communication strategies necessary and appropriate for effective medical office business relations.
37.03	Demonstrate skills as a team member and qualities of a leader.
37.04	Participate in leadership activities in FBLA, BPA, and SkillsUSA.
37.05	Participate in community service activities.

38.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
38.01	Demonstrate ethical medical business behavior.
38.02	Evaluate and justify decisions based on ethical reasoning.
38.03	Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities and employer policies.
38.04	Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
38.05	Interpret and explain written organizational policies and procedures.
39.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
39.01	Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments.
39.02	Explain the effect of key organizational systems on performance and quality.
39.03	Understand the components and value of a disaster and/or emergency response plan.
39.04	Apply knowledge of ergonomic principles to the configuration of computer workstations in order to enhance workplace performance.
40.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
40.01	Identify and describe the services and legal responsibilities of financial institutions.
40.02	Describe the effect of money management on personal and career goals.
40.03	Develop a personal budget and financial goals.
40.04	Complete financial instruments for making deposits and withdrawals.
40.05	Maintain financial records.
40.06	Read and reconcile financial statements.
40.07	Research, compare and contrast investment opportunities.

## **Additional Information**

### **Laboratory Activities**

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

MyCareerShines is an interactive resource to assist students in identifying their ideal career and to enhance preparation for employment. Teachers are encouraged to integrate this resource into the program curriculum to meet the employability goals for each student. Access MyCareerShines by visiting: [www.mycareershines.org](http://www.mycareershines.org).

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the intercurricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

### **Cooperative Training – OJT**

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

### **Basic Skills**

In a Career Certificate Program offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Mathematics 10, Language 10, and Reading 10. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02(7), Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.) Exemptions from state, national or industry licensure are limited to the certifications listed on the Basic Skills and Licensure Exemption List which may be accessed from the CTE Program Resources page.

## **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

## **Additional Resources**

For additional information regarding articulation agreements, Bright Futures Scholarships, Fine Arts/Practical Arts Credit and Equivalent Mathematics and Equally Rigorous Science Courses please refer to:

<http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml>.