

PATIENT INTAKE SPECIALIST – CERTIFICATE OF ACHIEVEMENT

Top Code:

1208.20

The Patient Intake Specialist program is a one-semester program that prepares students to begin a career in health care in the administrative medical field. The curriculum prepares students with entry-level skills to seek employment in hospitals, treatment centers, clinics, doctors' offices, and other health-related fields to work as (administrative medical assistants or patient representatives). This certificate program will expose students to a process that strengthens their skills in administrative medical, medical insurance & reimbursement, initial patient processing, and assist patients in obtaining services and making health care decisions. Successfully completed courses in this certificate can be applied toward the requirements for the Medical Assisting program.

A Certificate of Achievement is awarded upon completion of all required courses with a grade of C or better.

Student Selection and Fees

Admission Requirements:

1. Graduation from an accredited high school or equivalent with a 2.0 grade point average.
2. Grade point average (GPA) of 2.0 for all college work.
3. Two sets of high school and college transcripts.
4. Completed application for admission to the program during the fall and spring semesters.
5. Current CPR/Basic Life Support (BLS) card (requirement for MA 122A: Clinical Medical Office Procedures I), which must be maintained while in the program. CPR training can be obtained from the American Heart Association or Health Care Provider course. This requirement can be satisfied by taking HLSC 100 course here at PCC.
6. After acceptance into the program, submit a completed health data form evidencing good health including required immunizations/chest x-ray or Mantoux test and Ishihara Color Vision Test.
7. Recommended Preparation: Patient Intake Specialist students must have the ability to read, write, and speak English to communicate quickly, safely, and effectively in a health care setting. Additional languages are beneficial and desired.

Applications are accepted on a year-round basis.

Enrollment is determined by the applicant pool and the selection process is by lottery while adhering to all Federal and State Laws.

Fees:

1. Uniforms- A set of scrubs uniforms and lab coat: approx.\$200
2. Equipment and supplies, textbooks: approx. \$700
3. A current CPR/Basic Life Support card for Health Professionals provided by the American Heart Association must be maintained while in the program: contact organization for cost of training. Approximately \$95. Students may also satisfy this requirement by enrolling in course HLTN 1000 at no cost.
4. 12 units (refer to school website for current fees unit cost, health, parking, etc.)

Program Outcomes

- Demonstrate ambulatory care administrative functions related to electronic health records, computer technology, telephone techniques, and scheduling appointments.
- Discuss patient-care services that involve registration, insurance verification, pre-authorization, preparation of claim forms, and reimbursement.
- Evaluate the requirements for health insurance plans, government, managed care, and private insurance companies.
- Perform patient screening and assessment, including demographic and clinical information.
- Relate word elements with basic anatomy, physiology, and disease processes of the human body.

Requirements for the Certificate of Achievement

Code	Title	Units
MA 109	HEALTH INFORMATION TECHNOLOGY	1
MA 111A	ADMINISTRATIVE MEDICAL OFFICE PROCEDURES I	3
MA 122A	CLINICAL MEDICAL OFFICE PROCEDURES I	2
MA 127	MEDICAL INSURANCE AND REIMBURSEMENT	3
HLSC 115	MEDICAL TERMINOLOGY	3
Total Units		12

This Certificate of Achievement is not eligible as a major for an Associate Degree.