NORTHEAST
WI Technical College

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Academic Year: 2020-2021

Healthcare Business Professional Technical Diploma
Program Code 311601

The Healthcare Business Professional Technical Diploma encompasses a unique combination of medical office procedures, customer service, and computer skills needed to be successful for employment in a health insurance or a healthcare business office setting. Courses will immerse students in medical terminology, customer service and communication skills related to healthcare, HIPAA, various insurance programs, basic anatomy and pharmacology, and exposure to an EMR system. The program will include 39 total credits. Credits from the Healthcare Customer Service Representative Pathway certificate ladder to this technical diploma.

Locations

Offered throughout the district. For information, call the Green Bay campus: (920) 498-5444. Toll-free: (888) 385-6982.

This program is fully eligible for financial aid.

CURRICULUM

Students following the study plan below will complete the Healthcare Business Professional Technical Diploma in the number of semesters shown.

FIRST SEMESTER
10-890-101	College 101	1
10-106-114	Keyboarding-Speed Building	2
10-501-101	Medical Terminology	3
10-501-107	Digital Literacy Healthcare	2
SEMESTER TOTAL		**8**

SECOND SEMESTER
10-501-104	Culture of Healthcare	2
10-160-301	Intro to HC Systems	1
10-160-302	Private Health Insurance	2
31-509-302	Human Body in Health & Disease	3
10-160-303	Gov Health Insurance	2
10-160-304	Medical Practice Proc	3
10-106-153	Professional Profile	3
SEMESTER TOTAL		**16**

THIRD SEMESTER
10-530-155	Diagnostic/Procedure Coding	3
10-106-131	Business English Essentials	3
10-804-134	Mathematical Reasoning	3
10-160-305	Medical Billing Processes	3
10-160-306	Healthcare Business Practicum	3
SEMESTER TOTAL		**15**

TOTAL CREDITS		**39**

Requirements for Program Entry

• REQUIREMENTS FOR PROGRAM APPLICATION

• Completed application.

• High school transcript or equivalent. (For a list of equivalents, go to www.nwtc.edu/gettingstarted.)

• REQUIREMENTS FOR PROGRAM ENTRY

• To be admitted to this program, learners must achieve a prior cumulative high school or college grade point average of 2.6 or higher OR a satisfactory academic skills assessment score. College grade point average must be based on 15 credits or more. To learn more about starting this program, please contact an academic advisor at (920) 498-5444 or (888) 385-6982.

• Students are expected to have entry-level computer skills. It is recommended that students complete basic computer coursework if deficient in this area.

Course Descriptions

10-890-101 COLLEGE 101 ...Students will utilize digital tools and resources to assess, explore, practice, apply, and evaluate both employability and learning skills. By establishing NWTC cultural values as hallmarks of success in academic, career, and personal

settings the course encourages reflective, personalized development of a growth mindset and emphasizes the importance of making wise choices. To maximize the return on investment, students should take this course in their first semester as it identifies key expectations (hidden rules) of higher learning and professional employment.

10-106-114 KEYBOARDING-SPEED BUILDING ...typing skill and speed development on the alphabetic and numeric keyboards using analytic/diagnostic software. Basic document processing.

10-501-101 MEDICAL TERMINOLOGY ...focuses on the component parts of medical terms: prefixes, suffixes, and root words. Students practice formation, analysis and reconstruction of terms. Emphasis on spelling, definition and pronunciation. Introduction to operative, diagnostic, therapeutic and symptomatic terminology of all body systems, as well as systemic and surgical terminology.

10-501-107 DIGITAL LITERACY FOR HEALTHCARE...the course will explore the use of the electronic health record, the role of social media in health care communication, the uses of wearable technologies that monitor activity and heart rate, the use of data to manage population health and the impact of new developments on the healthcare workforce.

10-501-104 CULTURE OF HEALTHCARE...prepares learners to work in the healthcare environment as part of a healthcare team. Learners will investigate the healthcare community, patient privacy standards, and the professional behavior that is expected in today's medical community. Learner will examine various aspects of verbal and written communication skills, customer service principles, and problem solving techniques necessary to be a vital member of the healthcare workforce.

10-160-301 INTRODUCTION TO HEALTHCARE SYSTEMS ...examines the history of the U.S. healthcare system, different healthcare organizations and various roles of healthcare providers.

10-160-302 PRIVATE HEALTH INSURANCE ...presents common health insurance terminology. Students are introduced to various private health insurance programs including: managed care, CDHPs, and hospital insurance.

31-509-302 HUMAN BODY IN HEALTH & DISEASE ...students learn to recognize human body structure and function in health and disease states. Students explore the causes, signs, and symptoms of diseases of the major body systems as well as the diagnostic procedures, usual treatment, prognosis, and prevention of diseases commonly diagnosed and treated in the medical office setting. (Prerequisite/Corequisite: 10-501-101, Medical Terminology).

10-160-303 GOVERNMENTAL HEALTH INSURANCE ...introduction to various government insurance programs including: Workers' Compensation, disability insurance, Medicare, Medicaid and TriCare. (Corequisite:10-160-302 Private Health Insurance)

10-160-304 MEDICAL PRACTICE PROCEDURES ...emphasizes administrative procedures in the electronic medical office including: patient registration, appointment scheduling and medical office software.

10-106-153 PROFESSIONAL PROFILE ...developing a professional image and attitude, including study of business ethics and etiquette; goal setting; anger, stress, and time management; understanding of diverse cultures; and development of platform skills.

10-530-155 DIAGNOSTIC/PROCEDURE CODING...the International Classification of Diseases and Current Procedural Terminology with emphasis on coding skills, use of this classification system in health care settings, its application for statistical and reimbursement purposes.

10-106-131 BUSINESS ENGLISH ESSENTIALS ...develop skills to commuicate more professionally when writing and speaking. Focuses on the development of grammar, spelling, word usage, and punctuation in order to compose error-free business documents. (Corequisite: 10-801-136, English Composition 1)

10-804-134 MATHEMATICAL REASONING ...This course provides an alternative pathway to earning credit for a college level liberal arts mathematics course. All college students, regardless of their college major, need to be able to make reasonable decisions about fiscal, environmental, and health issues that require quantitative reasoning skills. An activity based approach is used to explore numerical relationships, graphs, proportional relationships, algebraic reasoning, and problem solving using linear, exponential and other mathematical models. Students will develop conceptual and procedural tools that support the use of key mathematical concepts in a variety of contexts. This course is not designed for Science, Technology, Engineering, or Math (STEM) students and/or others who require calculus. (Prerequisite: Accuplacer Arithmetic score greater/equal to 65 AND Reading score greater/equal to 50; OR ACT Math score greater/equal to 15 AND ACT Reading score greater/equal to 15; OR prep courses-contact an academic advisor 920-498-5444)

10-160-305 MEDICAL BILLING PROCESSES ...introduction to the medical revenue cycle and key billing and collection processes. (Prerequisite: 10-160-304, Medical Practice and Procedures)

10-160-306 HEALTHCARE BUSINESS PRACTICUM ...healthcare business principles and protocols are observed and/or performed by completing practicum hours within a healthcare facility. In addition, learners explore job preparation and search strategies, professional growth and successful personal/interpersonal work-related behaviors. (Prerequisites: Accepted into the Healthcare Business Professional Program; Completion of all 10-160-xxx second semester courses)