

**Program Number 61-509-2**  
**Certificate • 7 credits**

**ABOUT THE PROGRAM**

The Patient Services Specialist Certificate prepares students to perform medical support duties using specific knowledge of medical terminology, customer service, and technology within a hospital, clinic, or laboratory. Duties may include scheduling appointments, billing patients, compiling and recording medical charts, reports and correspondence as well as schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.

**PROGRAM OUTCOMES**

- Communicate professionally with clients, families and co-workers
- Perform basic computer functions utilized in the healthcare setting
- Demonstrate understanding of medical terminology and the language of medicine

**ADMISSIONS AND FIRST SEMESTER ENROLLMENT STEPS**

- Submit online application.
- Complete the online Student Success Questionnaire.
- Complete Get Started at Lakeshore appointment:
  - Application Check-in
  - College Orientation Overview
  - 1st Time Program Registration

*\*Submit high school transcripts, college transcripts, and test scores (optional, highly recommended). Official transcripts will be needed for transferring college credit(s) and for financial aid purposes.*

**ACADEMIC PREPAREDNESS/FUTURE SEMESTER ENROLLMENT STEPS**

If applicable, complete program-specific academic preparedness requirements and enrollment steps prior to enrolling in occupational or core courses. Students will be notified if there is a program waitlist. View the college's program webpage for details: <https://lakeshore.edu/academics/certificates/patient-services-specialist>.

**APPROXIMATE COSTS**

\$152.85 per credit tuition (WI resident) plus \$9.17 per credit student activity fee. Material fee varies depending on course. Other fees vary by program. Visit [lakeshore.edu/financial-aid/tuition-and-fees](https://lakeshore.edu/financial-aid/tuition-and-fees) for details.

**CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES**

Lakeshore credits transfer to over 30 universities. For more information visit [lakeshore.edu/future-students/transfer](https://lakeshore.edu/future-students/transfer).

**CONTACT**

Lakeshore College Recruiter  
920.693.1366 • [Recruitment@lakeshore.edu](mailto:Recruitment@lakeshore.edu)

| Catalog No.    | Class Title                       | Credit(s)      |
|----------------|-----------------------------------|----------------|
| <b>COURSES</b> |                                   |                |
| 31501309       | Medical Terminology Part 1*       | 1              |
| 31501310       | Medical Terminology Part 2*       | 1              |
| 31501311       | Medical Terminology Part 3*       | 1              |
| 31501104       | Contemporary Healthcare Practices | 2              |
| 31501307       | Digital Literacy for Healthcare   | 2              |
|                |                                   | <b>7</b>       |
|                |                                   | <b>TOTAL 7</b> |

\*CBE delivery only

*Curriculum and program acceptance requirements are subject to change. Program start dates vary; check with your academic counselor for details. The tuition and fees are approximate based on 2025-2026 rates and are subject to change prior to the start of the academic year.*

**CONTEMPORARY HEALTHCARE PRACTICES**...an introduction to contemporary healthcare practices for students interested in a career serving diverse healthcare communities. Learners explore the essential skills required for equitable and inclusive person-centered interactions. Learners examine various health communities, mindful practices, professionalism, problem solving, and patient confidentiality.

**DIGITAL LITERACY FOR HEALTHCARE**...focuses on the use of technology in healthcare. Learners use common business software applications, including word processing, presentation, spreadsheet, and databases. Communication methods using technology are addressed. Learners gain experience with using the electronic health record (EHR). Healthcare EHR security issues, social media use, and digital healthcare resources are examined.

**MEDICAL TERMINOLOGY PART 1**...focuses on the component parts of medical terms: prefixes, suffixes, and word roots. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of integumentary, respiratory, and urinary systems, as well as systemic and surgical terminology.

**MEDICAL TERMINOLOGY PART 2**...focuses on the component parts of medical terms: prefixes, suffixes, and word roots. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of reproductive systems, cardiovascular system, and the lymphatic and immune systems as well as systemic and surgical terminology. COREQUISITE: 31501309 Medical Terminology Part 1

**MEDICAL TERMINOLOGY PART 3**...focuses on the component parts of medical terms: prefixes, suffixes, and word roots. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of digestive, skeletal, muscular, sensory, nervous, and endocrine as well as systemic and surgical terminology. COREQUISITE: 31501310 Medical Terminology Part 2